



ADDENDUM IV

SUBJECT: Request for Competitive Sealed Proposals – Annual Contract for Custodial Services, (RFCSP 23-059, 6100016583), Scheduled to Close: Wednesday, September 13, 2023; Date of Issue: Friday, July 7, 2023

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

DATE: August 30, 2023

THIS NOTICE SHALL SERVE AS ADDENDUM NO. IV - 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 VI – Staff Count, this document will be posted as a separate document.
2. **ADD:** Exhibit VII – Foot traffic, this document will be posted as a separate document.
3. **ADD:** Site Visit Sign in sheet, this document will be posted as a separate document.
4. **CHANGE:** 004- Scope of Services, 4.3 Personnel, 4.3.2 is hereby amended as follows:
4.3.2 If City elects the full-service option at the Central Library (Price Schedule Item A4), the contractor shall provide a sufficient number of custodians to perform tasks and maintain that number of custodians during the operational hours of the facility. The custodians shall arrive one (1) hour prior to operational hours and can leave at the end of the operational hours.
5. **CHANGE:** 004 – Scope of Services, 4.18 Routine Cleaning Task, 4.18.1 is hereby amended as follows:
4.18.1 CLEAN UP TO 10 FEET INTERIOR AND EXTERIOR WINDOW SURFACES: After cleaning, all traces of film, dirt, smudges, water and other foreign matter shall have been removed from frames, casings, sills, and glass.
FREQUENCY: Minimum Weekly and As Required.
PERFORMED: Public Operating Hours & Staff Preparation Hours.
CENTRAL: Public Operating Hours, Non-Public Operating Hours, Staff Preparation Hours and Non-Staff Preparation Hours.
6. **CHANGE:** 004- Scope of Services, 4.19, Nonroutine Cleaning Task Definition and Frequency, 4.19.1 is hereby amended as follows:

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4.19.1 PRESSURE WASHING: Contractor shall perform pressure washing of outdoor surfaces such as walls (up to 12 feet), sidewalks, entry way and driveways, upon request by the Library Department Facilities Manager or designated branch manager adhering to San Antonio Water Systems (SAWS), guidelines, policies, and restrictions. Cleaning agents must be approved in advance by Library Facilities Manager or his designee.

FREQUENCY: Semi Annual.

PERFORMED: Staff Preparation Hours.

CENTRAL: Public Operating Hours, Non-Public Operating Hours, Staff Preparation Hours and Non-Staff Preparation Hours.

7. **CHANGE:** The deadline for questions has been changed to **September 1, 2023, 2:00 p.m. Central Time.**

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, INSTRUCTIONS FOR RESPONDENTS, PART A, RESTRICTIONS OF COMMUNICATION:

Question 1: What is the city staff count per location?

Response: Please see item 1 above, Exhibit VI – Staff count per location. The RFCSP has been modified.

Question 2: What is the average foot traffic per locations?

Response: Please see item 2 above, Exhibit VII – Foot Traffic per location. The RFCSP has been modified.

Question 3: Can the city provides list of companies that attended site-visits?

Response: Yes, please see item 3 above.

Question 4: Please provide the number of employees and patrons that are in each library on a daily or weekly basis.

Response: Please see response to Questions 1 and 2.

Question 5: As per 4.3.1 Personnel, all custodian to start one (1) hour prior to operational hours at all library facilities but the one (1) hour is not sufficient for floor stripping and waxing or carpet shampooing. Is the city intent to have floorwork to performed after hours? If so, section 4.7 requires that respondent submit the keys to the facility and would be required to turn those same keys over to the branch manager or librarian in charge within two (2) hours of opening the following day after the previous night's services. Is this correct?

Response: As per 004- Scope of work, 4.18.31 and 4.18.32, shampoo carpet and floor maintenance shall be done on the non-public operating hours and non-staff preparation hours. Yes, whenever the work is done non-public operating hours, then, the respondent shall turn over the keys to the branch manager or librarian within two (2) hours of opening the following day.

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Question 6: Does the city want custodian to come one (1) hour prior to public operating hours or to arrive at the staff preparation hours for Central library?

Response: If City elects to award the full services at Central Library, the custodians should arrive one (1) hour prior to the public operating hours. Please see Item 4 above. The RFCSP has been modified.

Question 7: Under evaluation criteria, ESBE prime contract program, paragraph closes with “and” so please clarify is there missing information?

Response: There is no information that is missing.

Question 8: Please provide the brand, model and type of dispenser that are at each site.

Response: City does not have information on brand, model and type of dispenser at each site. Respondent may visit the facilities to learn more about the brand, model and type of dispenser installed at each site.

Question 9: How much notice will be provided for Event/Meeting room setup? Also, can these tasks be completed during the routine nightly service? If not, can these be billed at an hourly rate?

Response: At least one (1) week notice will be provided for Event/Meeting room setup. Onsite custodian will assist the event/meeting room setup and if the requirement is beyond the operational hours of the library, the respondent can invoice city based on Special Function hours hourly rate.

Question 10: What background check results would disqualify an employee from working under this contract?

Response: If the background report shows an employee convicted of a crime, this would disqualify them working under this contract. See Section 004 - Specifications / Scope of Services, 4.4.1: Contractor is responsible for assessing risk and maintaining effective background check policy and procedures for all employees, staff and subcontractors responsible for performing services under this contract and 4.4.3: Contractor shall remove an employee from service under this contract should Contractor become aware that the employee has been convicted of a crime. In addition, Respondents shall describe their background check policy and procedures in their Proposed Plan.

Question 11: As per 4.15.1 states that librarian in charge would provides badges however 4.15.2 states that contractor needs to provide badges. Please clarify who is responsible to provide badges.

Response: 4.15.1 represents facility access badges while 4.15.2 refers to identification badges. As per 4.15.2, respondent is responsible to provide badges to their staff for identification purposes.

Question 12: On the price schedule, City provided a separate line item for mark up of the sanitary products, therefore is it appropriate to assume that respondent should not build sanitary products into monthly pricing but will be billed to the city based on markup?

Response: Yes, respondent should not add sanitary products pricing into monthly price. Respondent will invoice the city based on markup.

Question 13: Is it correct that floor burnishing is only performed at Central Library? If not, what is the service frequency performed at other locations?

Response: Yes, floor burnishing is only required at Central Library.

Question 14: How many average monthly or annual hours of augmented services have been requested under this contract previously? Please provide by location

Response: Only Central Library needs augmentation services. Currently, 56 hours are used weekly.

Question 15: How many average monthly or annual hours of day porter services have been requested under this contract previously? Please provide by location.

Response: Day porter services has been removed from the contract. Please see addendum III, Question 3 response.

Question 16: On price schedule, Attachment B Item D 1 and 2 indicates the pricing for supervisor and custodian so please clarify if the respondent needs to use custodian line for Day porter pricing?

Response: Please see response to Question 15.

Question 17: Should the respondent exclude supervisory cost for each library from the monthly pricing since the city asked for supervisor hourly rates on the price schedule item D.

Response: No, respondent should not exclude supervisory cost from the monthly pricing. Supervisory hourly rates on price schedule item D is just for specific purpose mentioned in the event it requires during the term of the contract.

Question 18: What is the annual value of the current contract?

Response: Please see addendum III, Question 12 response.

Question 19: Are there recycling bins outside each location where custodians can dispose of recyclables from bins inside the buildings?

Response: Yes, each location has recycling bins.

Question 20: How many locations have playgrounds?

Response: There are seven (7) facilities the respondents are responsible to pick up trash from the playground. Those library facilities are Carver, Johnston, Landa, Mission, Parman, Schaefer, Encino. Semmens has a playground, but it is maintained by Parks Department.

Question 21: As per 4.18.1, respondents are responsible to clean safely reachable interior and exterior of window surfaces so can City elaborate on height?

Response: The respondents are responsible to clean interior and exterior of window surface up to ten (10) feet. Please see Item 5 above. The RFCSP has been modified.

Question 22: Can changing light bulbs/Fluorescent tubes be performed on a specific day to be performed by a trained member of the respondent team?

Response: Yes, tasks can be performed on a specific day by a trained member; however, respondent needs to send a trained person onsite in the event of an emergency.

Question 23: Is there a specific time the raising/lowering flag duty must be performed?

Response: Usually the flag would remain in the raised position until notification provided by the branch manager to half-staff.

Question 24: Is there a height limit on wall pressure washing?

Response: Yes, respondent is responsible to performing pressure washing up to 12 feet on wall. Please see Item 6 above. The RFCSP has been modified.

Question 25: What are the determining factors to assign a vendor to perform fulltime duties at Central Library?

Response: There are various factors that goes in the decision making, but one of the reasons is that the City may decide to award fulltime duties to vendor for the Central Library if the total cost of hiring and maintaining the staff is more than vendor pricing at Central Library.

Question 26: Could the City confirm if each facility will require a Day Porter and hours needed?

Response: The city has decided to remove the requirement for Day Porter services from the contract. Please see addendum III, Question 3 response.

Question 27: Are any of the facilities "Day" cleaning only? If Day cleaning only, when could the periodic services such as Floor/Carpet Maintenance etc. be scheduled?

Response: City has designated performance hours in the scope of work for each task. Please see 004-Scope of Services for more information.

Question 28: Does the city have usage of consumables (toilet paper, paper towels, soap) per facility?

Response: Please see addendum III, Question 25 response.

Question 29: Would the city consider cost plus markup on consumables, as this is fair for both parties?

Response: No, City would like respondent to add pricing of the consumables in the monthly pricing. Only sanitary products markup will be allowed.

Question 30: Does the respondent need to provide hand sanitizer, urinal screens/blocks, air fresheners, batteries for dispensers and toilet seat cover?

Response: Yes, respondent is responsible to provide hand sanitizer, toilet seat cover, urinal screens/blocks, air fresheners and batteries for dispensers.

Question 31: Who is the current vendor of the custodial services?

Response: Please see addendum III, Question 1 response.

Question 32: Does the city have storage areas enough to hold supplies and equipment?

Response: Please see addendum III, Question 54 response.

Question 33: What are the issues with the current vendor? Is staffing an issue?

Response: Please see addendum III, Question 24 response.

Question 34: Can city provide current contract amount?

Response: Please see addendum III, Question 12 response.

Question 35: Can the City provide a count of all the fixtures that require cleaning in each facility, including paper towel dispensers, soap dispensers, lavatories(commodes/urinal) and sinks?

Response: Please see Exhibit V – Restroom Assessment.

Question 36: Resupplying restrooms at the Central Library has different requirements, is the respondent only required to resupply this location twice a day?

Response: Respondent is not responsible to supply consumables/supplies at the Central Library. Please see 004-Scope of Services, 4.21.1.

Question 37: Are franchisors allowed to bid and then sell contract to their franchisee? If so, are the franchisors possibly winning on their qualification and shouldn't the franchisee qualify on their own merit?

Response: Contracts awarded as a result of this RFCSP are subject to the assignment provisions in Section 006 – General Terms & Conditions, Assignment: ...Vendor may not sell, assign, pledge, transfer or convey any interest in this contract, nor delegate the performance of any

duties hereunder, by transfer, by subcontracting or any other means, without the consent of Director.

Question 38: Have there been any material changes in terms of facilities added or removed, square footage changed, scope of work modified etc. since the initial award? If so, please advise.

Response: Yes, we have made changes to the scope of work. The number of facilities and their square footage remain the same as before. However, the respondent shall compare with the previous contract to understand any material changes.

Question 40: Are the services to be performed seven (7) days a week? Also, will the services to be scheduled at nighttime as well, or may they be performed during business hours as well?

Response: Yes, services will be performed seven (7) days a week. However, respondent is not required to provide service if the facility is closed due to construction or any other situation cause library to remain close. City has not categorized tasks to be performed day or night. The city has mentioned under individual tasks when they should be performed. Please see 004- Scope of Services. It is respondent discretion whether to consider task day or night based on your business model.

Question 41: Who pays for the background checks?

Response: Respondent pays for the background checks.

Question 42: Can a supervisor manage more than one (1) location?

Response: Yes, however, the number of supervisors to assign on this project is based on the respondent plan for library branches. The respondent supervisor shall perform duties as defined in 004: Scope of Services.

Question 43: How much is the fire alarm fee?

Response: Please visit <https://www.sa.gov/Directory/Departments/SAPD/Services/Alarm-Response-Permits> to learn more about the fire alarm fee.

Question 44: Is there a specific brand or supplier respondent needs to use for chemicals?

Response: The respondent shall use environmentally friendly (green) products whenever possible. Buckeye eco-friendly products, which are currently used in the Central library, are a city's preferred choice for chemicals. Respondent, however, is free to select another chemical brand or supplier as long as they meet the requirements of the city.

Question 45: Please clarify expectation of minor landscaping and weather preparedness.

Response: As stated in the 004, Scope of Services, 4.18.24, the respondent is responsible to perform minor landscape maintenance such as hand watering to plants, bushes and periodic water replenishment of tree gator bags. Similarly, as per 004 Scope of Services, 4.18.25, respondent is responsible for weather preparedness. The weather proofing material and de-icing agents for weather preparedness will be provided by the City.

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Question 46: Can City provide estimated foot traffic for each location?

Response: Please see response to Question 2.

Question 47: Is the respondent responsible to perform custodial duties at Terrace and Garage at Central Library?

Response: The respondent is not responsible for providing service inside Central Library garage but is responsible for performing trash pickup services on the terrace.

Question 48: Is the vacuuming to be performed at staff preparation hours?

Response: Yes, vacuum to be performed at staff preparation hours.

Question 49: Who is responsible to provide supplies and equipment at Central Library?

Response: If City elects to award full services at Central Library, City will provide supplies and equipment at the Central Library. Respondent is responsible to supply sanitary products. Please see 004 Scope of Services, 4.21.1.

Question 50: Is the respondent responsible to perform floor maintenance at Central Library?

Response: Yes, respondent is responsible to perform floor maintenance at Central Library only if City elects to award full services.

Question 51: Is the respondent responsible for the cleaning of high-rise windows?

Response: No, respondent is not responsible for the cleaning of high-rise windows.

Question 52: Who will be evaluating the work of custodians?

Response: Respondent supervisor and City's facilities manager will be evaluating the work.

Question 53: What is the expectation or limit of weight to be moved by the custodian?

Response: The limit of weight a custodian is expected to move is not to exceed 50 pounds.

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