



Department of Procurement Services

160 South Hollywood Street · Room 126 · Memphis, TN 38112 · (901) 416-5376

QUESTIONS AND ANSWERS

1. I am requesting Clarification on Contract and Edison Supplier Information.
I've added my company name and signature to the "Appendix L– Iran Divestment Act Certification" form, but I wanted to confirm whether I also need to obtain and include the subject contract number(s) and the Edison Supplier Identification Number. Could you please advise if those sections should be completed by me or by your team? **You may complete the contract number (RFP 102425SB) and indicate 'N/A' for the Edison Supplier ID if you do not have one. These fields are typically completed by the vendor**
2. I wanted to confirm a few details regarding the anticipated term of the contract as outlined in the RFP. The document states:
"The anticipated term of the contract is one (1) year with the option to renew for three (3) additional terms of one (1) year each. The anticipated begin date of the term will be January 1, 2026. Upon satisfactory services and by mutual agreement, SCBE reserves the right to renew the contract. The term of renewal shall not exceed three (3) additional one (1) year terms."
Based on that language, could you please clarify whether this particular zone will operate on a different cycle than Zones 2, 3, and 4, or if it is your intention to keep all zones on the same renewal schedule? **Yes, the terms of the agreement are as printed. Please be advised that MSCS reserves the right to modify or terminate contracts at any time in the best interest of Memphis-Shelby County Schools.**

Additionally, if Zones 2, 3, and 4 are required by law to be re-bid in December 2026, would Zone 1 also need to go out for bid at that time, even if awarded later December 2025?
The reason I ask is because providing services under this contract will require a significant upfront asset investment in equipment and staffing. I want to ensure that this opportunity represents a multi-year commitment rather than a one-year term before making that level of investment. I would like to confirm whether there are any specific wage mandates associated with the proposed RFP or resulting contract. Specifically, is there a living wage ordinance, minimum wage requirement, or any other wage standard (local, state, or federally mandated) that contractors are required—or encouraged—to adhere to when establishing pay rates for employees assigned under this contract? **There are no formal wage mandates, but MSCS highly encourages a minimum of \$15/hour to support equal pay rights and community equity.**
3. On Page 7 of RFP, item 18.0, it calls for a bond in the amount of 25% of the contract price. Separately, on Page 19 of the RFP, item 1.7.2, it calls for a performance bond for 100% of the contract price. Can you please clarify if a bid OR a performance bond will be required? If so, is the requirement for 25% or 100%? **If required, the bond will be 25% of the contract price. A 100% bond is not required.**
4. Under the Payment term section, it states that the district will make payment within 30 days after the date on invoice received. Is this correct? **Yes, the district will make payment within 30 days after the invoice is received.**

5. In the meeting SCS rep said that a vendor is not to depend on payments from SCS to pay their expenses on this contract. Does the district normally pay invoices outside the 30 day term? **No, MSCS practices paying within or before the 30-day cycle. Vendors should be financially stable and not solely dependent on this contract to pay employee wages.**
6. Will you provide a copy of the sign-in sheet from Pre-Bid Meeting? **The Sign-In sheet was uploaded on the Procurement site. www.scsk12.org>Find It Fast>Doing Business with MSCS>Bids&RFP's**
7. Will the current vendors that are servicing other Zones (2-4) be able to bid this Zone? **Yes, all vendors, including those currently servicing Zones 2–4, are eligible to bid on Zone 1. There are no restrictions.**
8. Can you provide the current Contract monthly cost for Zone 1? **No, MSCS does not provide monthly cost data for any vendors. Bidders must submit their own cost estimates.**
9. When will the Board meeting be to discuss and vote on this contract? **To be determined**
10. Section 1.7.1 of RFP includes, "SCBE reserves the right to award to one (1) respondent or multiple respondents." Is it the intention of SCBE to award the contract to one successful respondent? **Yes, this contract will be awarded to one vendor only for Zone 1. There will be no multiple awardees.**
11. The RFP states successful respondents must furnish all cleaning supplies and operational equipment with minimum equipment specified in Appendix N. Is there an inventory of any existing equipment owned by MSCS that could be utilized by the vendor to provide custodial services? **No, there is no MSCS-owned custodial equipment inventory available for vendor use.**
12. Who will conduct and score the required custodial inspections — MSCS staff, vendor mgt./supervisors, or both? **Inspections will be conducted by MSCS staff for compliance with Key Performance Indicators (KPIs).**
13. Will MSCS provide access schedules for special events, athletic activities, and after-school programs in advance for planning? **Yes, MSCS will provide advance schedules. Note: After-school programs are part of normal operations.**
14. Are there standard floor plans or maps available to determine custodial workload distribution per building? **Vendors may access facilities to develop their own maps. MSCS will not provide mapping until after the contract is awarded. Please coordinate with custodial leadership.**
15. Can you provide the current number of custodial staff by building for Cleaning Services in Zone 1? **No, MSCS cannot provide current staffing levels to ensure a fair bidding process**
16. Is the listed square footage based on total building area or cleanable area only (excluding mechanical rooms, crawl spaces, etc.)? **The listed square footage includes the entire facility, not just cleanable areas**
17. Has the square footage for each site been recently verified, or when was the square footage last verified? **Yes, all square footage was verified in 2025.**

18. The 98% staffing requirement – is there leniency during initial transition/startup, given the required fingerprint-based background checks and badging process? **Yes, vendors will be allowed at least 30 days to reach 98% staffing. MSCS will review and provide support after that period if needed.**
19. How will the 98% be measured – FTE count or labor hours (it states Staffing levels/labor hours, just want to make sure I'm clear)? **Staffing will be measured using payroll records and the staffing schedule submitted in your bid.**
20. If labor hours, then does OT count? **MSCS expects normal labor hours. Overtime is not recommended and will be reviewed. Staffing is based on FTEs to prevent burnout and staff rotation.**
21. Can you confirm the expected turnaround time for background checks and the "greenlight" letter? **MSCS will work with its security team to process up to six background checks per day during ramp-up and will support vendors as needed.**
22. Are special events and stadium cleanings billed separately? If not, what is the frequency we can expect? **Special events will be billed as additional services. Stadium cleaning is included in the base bid and is not a separate item.**
23. Could you please clarify whether the specification requiring Spartan products allows for consideration of equivalent or superior alternatives? We'd appreciate understanding if there is flexibility in product selection, particularly where comparable solutions may offer enhanced value or performance. **Yes, equivalent or superior alternatives may be submitted for review. Spartan is the recommended base due to its proven safety and effectiveness.**
24. Will the monthly inspection scoring (e.g., 90% or better) follow a standardized tool, such as APPA or another rubric? **Scoring will be conducted by building engineers using a general rubric within MSCS's computing system.**
25. How will non-performance deductions (e.g., \$100–\$1,000 per deficiency) be enforced and communicated—will vendors have the opportunity to appeal or cure findings before penalties apply? **Vendors will be notified of deficiencies through the system and given a cure period before penalties apply. See Exhibit C and the KPI section for details.**
26. Can you provide the current rate of pay for all employees?

MSCS cannot provide current employee pay rates. However, the district strongly recommends a starting rate of \$15/hour to promote equity.
27. Can you clarify if the SBE requirement in the RFP is that 50% of the contract value or 50% of the non-labor portion of the contract? **The SBE requirement is 50% of the contract value.**
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Thank you,

Procurement Services