

# Custodial Questions

- 1) Should we follow the proposal format shown on pages 12 and 13, or the format shown on pages 28 and 29? **Page 28 and 29 but please ensure all things from pages 12 and 13 are in the proposal.**
- 2) On page 18, item 1.2 states that lists of staffing recommendations and work schedules are attached. I cannot find this in the documents provided. Please advise. **Please see Excel Spreadsheet on the MSCS Procurement Services website located with this RFP. There's one Excel Spreadsheet that contains four (4) different tabs (one for each Zone). Work Schedules are identified as identified in Appendix I**
- 3) Do we use the Excel spreadsheet Appendix I to complete our pricing as instructed on the bottom of page 80, or do we need to break all the costs out and fill out the forms on page 80 and 81? **Both. Appendix I gives a detailed breakdown.**
- 4) Our company did not attend the pre-bid yesterday. Can we still bid on the project if we attend the site visits tomorrow? **No**
- 5) Is it possible to receive a pardon and if you are okay with it, we are happy to come and receive a recap of what we missed. **No**
- 6) **Manuals and Handbooks** - Should we provide copies of our Training Manual and Personnel Policy Handbook? (Page 28) (Yes) **Please provide a hard copy of your current training model for all your employees.**
- 7) Pricing Schedule - Should we provide the Pricing Schedule Excel file back on a flash drive? **Yes**
- 8) Wage Requirements - Could you please clarify whether a starting wage of \$15/hr. is encouraged or required? (See below) **Required**  
**Page 18 requirements-Respondents must provide evidence that each of their employees has a starting pay of at least \$15/Hr.**
- 9) Please provide a student body count along with faculty and staff numbers for each school/building IF fully occupied. **Not Available ! Please be advised that the bid is based on the square area not population.**
- 10) Will Memphis Shelby County Schools allow one vendor to be awarded more than one zone, or will each zone be awarded to different vendors? **This will be determined by the bid proposals.**
- 11) Can you provide a list of vendors (prime and sub/MWBE) attendees from Pre-bid and Walk through? **Please view posted documents on website.**
- 12) Can you provide a Total Annual Cost for the current contract with ServiceMaster? **Not Required**

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- 16) Can you provide a pricing breakdown per zone and per vendor from the 2022 RFP Custodial Service submissions? **Not Required**
- 17) Please provide a list of schools that will have summer activities and summer school, and what areas are used. **This information changes year over year. The final site selections are not available until April of the year of the Summer Educational Services. These services are based on need from the data recorded from that fiscal year.**
- 18) What date does summer school start and finish? **Typically starts the second week of June and conclude the third week of July. These dates can vary.**

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- 19) Will the district allow extra billing for the deep cleans required in the areas of buildings that will not be accessible during the regular summer clean? **No. Deep cleaning is expected to be innovative and creative.**
- 20) Is the district looking for cost reduction ideas that are based on both things the district can do and things the vendor can do? **Yes.**
- 21) RFP states that some variances may be presented in the sq ft of the buildings. Will those vendors be allowed to change price if the sq ft is determined to be different than what is given in the RFP? **Square footages must be verified and agreed upon by both parties.**
- 22) Are after hours usage of propane buffers / burnishers allowed? Ex: buffing hallways and common areas when students are not present. **Yes. You must Notify Management of usage. There shall be no storage of propane tanks on the properties.**
- 23) Page 24, 1-4-11 in the RFP asks for certain equipment to be provided for remedial actions. Will the district provide a detailed list of what is required, and will the district reimburse vendors any equipment rental costs? 1.) **The minimum list is posted (Minimum Equipment/Machinery • Low Speed Rotary Machine • Automatic Floor Scrubber • Wet-Dry Vacuum • Vacuum Cleaner • Corded Burnisher • Walk-Behind Burnisher • Floor fan/blowers 84 • Carpet Extractor (not needed at every school location, however a substantial amount is needed to fulfill cleaning needs when requested) 2.) NO**
- 24) Page 29 discussed Lead Custodial workers - Day and night leads are requested for 7 hours a day and 12 months a year. Please confirm the request is that this class of employee work 7 hours a day for 260 days or 1820 hours per year. **Regular schedule is all days of the year excluding weekends.**
- 25) Page 40 requests gyms and multipurpose rooms to be disinfected and cleaned daily - Does this include the gym floor (all types)? **Yes**
- 26) Page 48 requests removal of trash and debris from grounds daily. What is the distance from the entryway for trash and debris removal? **The entire campus from boundary to boundary including drives and parking lots.**
- 27) Is there a height limit on window cleaning in and outside? A typical height limit would be areas accessible with a 6 ft ladder. Is this acceptable? **For general cleaning all heights 16ft. or less**
- 28) Is sanding and refinishing wood gym floors part of the scope for this RFP? **No**
- 29)** Will any organization that did not attend or was late for the mandatory Pre-Bid Meeting be allowed to submit a proposal? **Any organization not present cannot submit.**

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30) Is the contractor responsible for hanging the dispensers that are missing at some of the schools?  
Yes

31) Is the contractor responsible for cleaning the grout on the walls and floors? Yes