



Date June 13, 2016  
Title Contracted Custodial Services RFP#5877  
Question/Answers

ADDENDUM 2A

1. Page 2, Cover Letter states  
Sealed proposals will be received by Guilford County Schools (GCS) until 2:00 p.m., Thursday, June 23, 2016, at the Guilford County Schools Purchasing Office, 501 W. Washington St., Room 213, Greensboro, North Carolina 27401 for Custodial Services at the following schools:

- High Point Central High School 801 Ferndale Blvd, High Point, NC 27262
- Ferndale Middle School 701 Ferndale Blvd, High Point, NC 27262
- Northwood Elementary 818 West Lexington Ave, High Point, NC 27262

For a twelve (12) month period beginning on or about 7/1/16, and ending 7/1/17, the proposal includes an option to renew for four consecutive one year periods upon mutual agreement between GCS and the successful vendor.

1. Questions from above sections of the RFP:
- a) If the 2016 Contract ends July1, 2017, will the 2017 contract begin July 2? **The contract is July 1 – June 30<sup>th</sup>. The initial start date cannot be confirmed yet due to board approval**
- b) The Early Colleges/Middle Colleges/Academies calendar (approved 4-12-16) shows the The Academy at Central school year runs August 4, 2016 through May 22, 2017.

The Traditional Calendar, (approved 12-17-15) shows the High Point Central High School year runs August 29, 2016 through June 9, 2017.

Both are 174 full days and 6 early release days. **All calendar dates will be furnished by GCS point of contact when contract begins.**

- a. Please confirm that we are only bidding for cleaning for the Tomlinson Annex, Cafeteria & Gym for the dates High Point Central is in class. **Correct**
- b. Would floor work need to be completed in Tomlinson Annex, Cafeteria & Gym BEFORE the Academy at Central starts their school year on August 4?
- c. Are the square footages for the Tomlinson Annex areas included in the High Point Central High School Square Footages listed on Page 3? **Cannot confirm that is exact Square feet, please contact GCS point of contact for a scheduled walk through for you to measure**
- a. If so, please confirm that we are to clean the following areas::
- i. First Level, Tomlinson Annex, from Floor Plan provided **Orchestra room, ISS room, two group restrooms, one classroom and hall**
1. Band **yes**
2. Band Stage Area **yes**

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3. Band/Ramp Landing Area, including restrooms **yes, except the restrooms outside the band room are not being used and will not be included**
4. Ramp to the Academy at Central **Yes**
5. T1,2,3,4,6 & 8 (excluding T5 & T7 The Academy at Central classrooms)
6. All areas under Band Room in the Lower Level of the Tomlinson Annex
  - a. Can you provide a floor plan? **You can contact GCS point of contact to schedule a site visit of the three schools to measure Square Feet and identify all rooms to be cleaned in Tomlinson Building**
  - b. Please confirm that we do not clean the Lower Level of the Tomlinson Annex below classrooms T-1 through T-8.
2. Page 4, Submission of Proposals. States Proposals must be clearly marked as indicated on the RFP cover letter and delivered to the following address:  
Custodial Management Services Proposal# 877  
Donald Reid, Purchasing Officer, RM#213 Guilford County Schools  
501 W. Washington Street Greensboro, NC 27401
2. How many copies would you like for us to submit? **Only 1 copy is needed.**
3. Please confirm or correct my understanding of your cleaning model for your schools as follows:
  - a. GCS Employee, Facility Support Specialist unlocks the school and provides support for the schools daily staff, students and events. Example of a shift is 7:00 a.m. to 3:00 p.m. **Yes**
  - b. Vendor arrives at 3:50 p.m. or after students are dismissed. Vendor's staff provides daily cleaning as specified in the Custodial Duties – Performance Specifications. **Starting time for contracted cleaning services will be determined with by GCS point of contact and schools Administrators Prior to the school year start**
  - c. Vendor does not perform duties or report to school unless students are present, typically 180 days per school year. **Correct – unless there are extended days or other unforeseen events**
  - d. During winter and summer break vendor performs floor care. **Correct for strip/top scrub, there is floor care listed throughout Attachment A**
  - e. GCS is invoiced a flat amount for 11 months for cleaning. **The normal school year is 10 months. At the end of each month you will GCS an invoice to be paid. The strip and waxing will be identified on the invoice as a separate cost and then totaled with the normal daily service. Example – Decembers invoice is for 12 days of service for \$100 dollars a day for all three schools. The floor top scrub and recoat over the holiday break cost is \$100 for all three schools total. The total invoice should be for \$1300.00 for December**
  - f. GCS is invoiced in July and December for Floor Work only. **Since there should be no daily service needed for July, the invoice for July is for the floor work only.**
  - g. Credits are expected for Holidays, Professional Development Days and Inclement weather days. **No we are only to be billed for days actually worked**
4. Page 8, 15. Staffing. RFP States:  
The vendor will recommend a staffing level of the number of FTE's (One Full Time Equivalent = 2080 work hours per year) that are required to perform the custodial functions at each site.

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4. Please clarify the request above. If my understanding of the GCS School Cleaning model is correct, our employees would only be on-site 180 days. That would be 1,440 hours per year if the employee work 8 hours each day of the 180 days. **Our in house custodians FTE work 260 days a year for a total of 2080 hours. GCS expectations is for our Cleaning contractor to provide a comparable number of employees to achieve cleaning/maintaining the items listed in specs throughout the contract.**

Please note, an FTE of 2,080 hours requires an individual to clock 40 hours each week for 52 weeks in a year. The RFP states contractors will not be paid for holidays, professional development days or inclement weather days.

Also, if we schedule an employee to work eight (8) hours in one day after the students have been dismissed the Full Time person's shift at each of these schools would appear as follows:

High Point Central High School

Office Hours: 8am-4:30pm

Summer Hours: 8am-5pm (Closed Fridays)

Instructional Hours: 8:50am-3:50pm Full Time Vendor Employee 3:50 pm to 11:00 pm

Ferndale Middle

Office Hours: 8:00am-4:30pm

Instructional Hours: 8:55am-3:45pm Full Time Vendor Employee 3:45 pm to 11:45 pm

Northwood Elementary

Office Hours: 7am-4pm

Instructional Hours: 7:50am-2:30pm Full Time Vendor Employee 2:30 pm to 10:30 pm

If we need to shift our start time to later this could create some complications. Would it be okay to have all Part Time Employees with a Supervisor with 5 or 6 hours instead of 8 hours? **GCS is aware of the number of employees it takes to clean a school. We want to make sure our contractor has enough staff/employees to complete the work outlined in the contract. Some contractors are not big enough to handle the required work load.**

Please help confirm that you want vendors to start after school dismissal and how many days you want us to work. Also, please explain the intent behind your request above under Staffing for the vendor to recommend a staffing level of the number of FTE's at 2,080 work hours per year.

5. Page 3, 2. Scope of Work. RFP requests regular duties be performed Monday through Friday. **That is correct**

Page 8, Time of Service A & B. RFP states:

A.) The vendor will perform custodial services each day of the week after student dismissal. The GCS Point of Contact will provide dates of GCS holidays and professional development days to the vendor's Supervisor of Record. The vendor will not be paid for days of work not performed due to holidays, professional development days or inclement weather, and will deduct the daily amount proposed by the vendor from the monthly invoice for each day the location is closed. If the vendor does not deduct the amount, the GCS Point of Contact may

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withhold the daily proposed amount from the monthly invoice amount paid to the vendor for each day services were not performed.

#### Time of Service

B.) School Events (sports in gym/locker rooms, open house, nightly meetings, dances, etc.) Vendor's hours or cleaning routine will need to be adjusted so that the areas in use will be clean and ready for the next school day. This also will be through communication with schools administrators and GCS point of contact.

5. Questions from the above two RFP statements.

Do you want us to clean only when students have been dismissed? **Yes, we do not want any of our schools instruction learning environment disturbed**

How will the cafeteria's be cleaned after lunch and readied for After School Care Programs and other events? **The GCS facility specialist will take café trash out and outside trash cans to the dumpster. They will also sweep and spot mop/mop spills throughout lunch. Cleaning contractor will lift tables, sweep, mop/auto scrub (if needed), buff (if needed) and reset tables after café has no more scheduled activities**

Who will be on site for emergency cleaning once the GCS Facility Support Specialist has left for the day? **GCS has an after hour emergency watch dispatcher who will contact a GCS on call Foreman. They will then respond accordingly. (Usually will contact GCS Custodial Program Administrator)**

Please confirm you will not require our cleaning services on Professional Development Days? **This will be on as needed basis** Please confirm that Professional Development days are the same as Early Release Days for student Training for Staff. If not, please send us a list of Professional Development Days. **GCS point of contact will furnish prior to school year. Half days will be a normal service. Professional days (NO students) there will be no service.**

Please confirm that you will not require cleaning services on Mandatory and Optional Teacher Workdays? **If it is not a regular or half day for students, there will be no regular service needed** Who will remove trash after the students are gone and the teachers are cleaning out their rooms? **GCS Facility specialist will remove trash from the teachers clean out**

There were no summer "cleaning responsibilities" listed other than floor work. Please confirm that you will not require our cleaning services before or after students have started and ended their school year. **Under the terms of this contract – no.**

If a school has a summer meal program, summer school program or athletic programs will you need us to clean and how will be submit pricing for those services? **No, GCS Facility specialist will handle**

Will our staff be responsible for setting up chairs for assemblies and cleaning and restocking paper and soap supplies in restrooms before School Events and then again after? **Possibly at times will be asked to help with chairs if in an emergency. You will need to schedule arears of**

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use for special events after they are done. GCS Facility Specialist will also work with contractor to handle events

5 Page 32, Attachment H-1 Proposal Pricing Submittal Form. For all Services listed to be completed daily, weekly, and monthly as described in detail in the Scope of Services, and to be billed on a monthly basis, the following Proposal is submitted:

When we submit the Attachment H-1 Monthly Price for Cleaning the Schools and a credit amount for days that we do not clean **no credit** please explain the difference between (1) Service Fee Includes Vendor Management Staff Salaries and (2) Vendor Salaries. Are you looking for a credit only for salaries and not for supplies, equipment overhead and profit? Please provide us with Attachment H-2 if it is required for the bid.

We are required to deduct the amount we provide on Attachment H-1 under Price Per Day and to submit the Total cost for one (1) month. If we do not do so, GCS will deduct the amount. Which amount will GCS be deducting, the (1) Service Includes Vendor Management Staff Salaries or (2) Vendor Salaries? **Please see the answer provided above to #3 – e.**

6. Please see my explanation below based on the approved number of school days listed on the GCS calendar for 2016-2017 school year. Wouldn't it be preferable to have vendors calculate the annual cost of service for 180 days of school and divide it over 11 months and then ask for a credit only when inclement weather prevents vendor from getting to the school and cleaning? **If your proposal is 100 a day to clean all three schools then the total for the expected daily cleaning would be \$18000 + summer/December floor work = total**

7. Page 8/9, Supervisor of Record. RFP States:

The vendor will have a designated supervisor on call at all times employees are working. Such supervisor will immediately correct any employee misbehavior; either witnessed or reported, and will otherwise insure employee compliance with GCS's Employee Work Rules found in Attachment D and the employer's own employment rules.

7. On Page 3, 3. Attachments lists, Attachment C as the Employee Work Rules. The GCS's Employee Work Rules are referred to as Attachment D above, could you please send us a copy of Attachment C/D. Employee Work Rules? **Found on page 29 as attachment "C".**

**As indicated on page 9, Item j) of this proposal document, the vendor will instruct and ensure its employees abide by the policies, rules and regulations, with respect to use for GCS' premises as established by GCS and which are furnished in writing to the vendor. The Employee Handbook referenced is actually attachment "F" and can be located, in its entirety:**

Log on to [www.gcsnc.com](http://www.gcsnc.com)

Click on "Employees" at the top of the page

Scroll down to "Handbooks and Guides"

Click on "Personnel Handbook"

Or

Direct Link to the Handbook:

[http://www.gcsnc.com/files/HDA1j\\_084d08e1859872e53745a49013852ec4/Personnel\\_Handbook\\_2015-16\\_07\\_30\\_rev1\\_dist.pdf](http://www.gcsnc.com/files/HDA1j_084d08e1859872e53745a49013852ec4/Personnel_Handbook_2015-16_07_30_rev1_dist.pdf)

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8. Page 9, Employees. RFP states:
- f) The vendor must obtain a health certificate on any employee hired prior to their working at a GCS site. A sample of a minimal health certificate is included as Attachment D.
8. Attachment E listed on Page 3, 3. Attachments lists Attachment E as the Health Certificate. The GCS's Health Certificate is referred to as Attachment D above, could you please send us a copy of Attachment D/E. Health Certificate? **See Attached Sample Form as attachment "E".**
9. The condition of some of GCS schools floors, walls, baseboards require more than the normal care to bring them to an acceptable level would GCS be willing to pay an additional amount to correct major deficiencies? **GCS understand that the current level of the finished floors are not in good condition. We are looking for you to bid them so they are brought back to good acceptable condition and are clean and healthy. We also understand that some of the flooring is in disrepair.**
10. Will GCS provide a baseboard cleaner for the monthly cleaning of baseboards? Please describe the method you expect used for this task. **GCS will only be providing floor stripper, neutral cleaner and finish. Anything that will be required above and beyond is contractor responsibility to bid accordingly.**
11. SMO employees require the use of a telephone to register their time. Would each School be willing to assign/designate a telephone our employees could use for registering their time in and out? **Yes, we could determine a designated land line for them to use.**
12. There are a few places in the RFP where RED is used to indicate action to be taken on the RFP. Will addendums be sent out to clarify or correct those items? **No**
13. I believe I heard that GCS has a freeze on hiring new custodial employees. What is the normal entry level pay rate for a full or part time GCS custodian? **10.96**
14. Please clarify the Inclement Weather policy. If students are sent home mid-day will GCS ask for a credit for the day? **No this will be a normal daily cleaning charge unless students did not occupy building. GCS will determine and contact contractor of the off day.**
15. Please define Professional Development days. **No students only teachers and staff**
16. Attachment A-1 through A-9 Questions
- a. Classroom Task #5 is Clean desk/table tops with Germicide – Daily. Does this include student desks? **Some rooms have tables for student stations, TABLES/STUDENT DESKS are student stations. Example – ISS room only has study carols, these are student stations.**
- b. Since Attachment B separates out the floor work is there a possibility that the GCS could opt not to pay for the performance of Summer or Winter Floor care? If so will an adjustment be made to the buffing requirements? **At this time GCS intends to have this contract effective upon school board approval. We are not intending to separate**



- c. Gymnasiums Task #7. Scrub sports hard wood/vinyl floors. Please provide details regarding the scrubbing of wood floors. **We usually only top scrub with a red pad once a month, but could be needed more depending on conditions.**
- d. Gymnasiums Weekly Task #9 Damp wipe bleacher seats and #10 Damp mop bleacher treads. Please explain if the bleachers will be out or if our staff will be required to pull out the bleachers. **Required to pull in and out. If not dirty due to nonuse, they can be put back in place.**
- e. Entrance, Lobbies and Hallways (common area) Task #3. Clean brass doorknobs, rails, push plates, kick plates and other brass trim. Is this task being done now? Will we be expected to wipe clean or polish to remove existing tarnish? **We are requiring they be sprayed and wiped with a disinfectant or germicide. They are not being polished now and we are not requiring them to be**
- f. Entrance, Lobbies and Hallways (common area) Task #6. If walk off mats are wet from rain and we hang the mats to dry overnight. Will GSC's Facility Specialist re-set the mats for us in the morning? **Yes**
- g. Entrance, Lobbies and Hallways (common area) Task #19. Same question as above.
- h. Stairways & Elevators Task #13. Can we adjust the language to include cleaning to a 10 foot height in stairwells? **We are asking for anything that can safely be cleaned 12 feet and under be bid. We understand that some areas will be too difficult to reach safely to clean. GCS will work out a plan with contractor to clean those areas.**
17. Please confirm that we will be able to access the elevators to clean them and to use them to move trash and heavy floor equipment? **Yes, GCS will provide key or leave elevator in the on position for you to use**
18. Attachment B begins....Vendor will be required to maintain VCT and terrazzo flooring. This will include but not limited to twice a year and what's outlined in attachment A. Please explain the sentence. Are you asking us to be prepared to provide additional floor care at no additional cost to GCS? **We are asking you to maintain the finished floors throughout the regular school year. At times, there might be extra flooring work needed to be done. This can be negotiated between GCS and Cleaning contractor Example – carpet removed from five rooms at HP central and replaced with VCT. This could be negotiated to be waxed, move furniture.**
19. Are there any community programs utilizing the schools during the weekend that might require cleaning by GCS's Facility Specialist or SMO? **No**

PLEASE ACKNOWLEDGE THE RECEIPT OF THIS ADDENDUM BY SIGNING BELOW AND RETURNING WITH YOUR PROPOSAL FORM

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SIGNATURE

DATE

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COMPANY NAME

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