1. Request of paper, linear hand soap usage for 3 months (or annual). It appears the usage numbers are for the Arena only. This is an estimate only for Residence Life for 12 month period

*175 boxes 100 bags per box Black trash bags 38x58.
*15 boxes 36 per box 2 ply toilet tissue cordless.
*90 boxes 12 per box toilet tissue cordless 3.78x1150ft 2ply.
*70 boxes 6 per box paper towel 8x950ft.
*22 boxes 50 per box toilet tissue 4x4 2ply cord
*14 boxes 1000 per box can liners 24x33
*12 boxes 250 per box paper towel 9.06x9.45 1 ply multi fold
*27 boxes 6 per box enmotion paper towels

2. Are University golf carts or trucks available for janitorial use? If not, is there storage available for our work related transportation?

No. Residence Life will provide 1 parking spot for company vehicle at Sam Houston Village Apts.

3. Residence Life: are the 13 fulltime employees designated to day cleaning only? What are the start times? Is the floor staff working during the day shift or night shift?

Yes. Between 7:00am to 7:00pm. Day shifts. Summer cleanings, hours worked are as needed day or night.

4. How do you want the new dorm price calculation presented, throughout the initial term or would you like to have it as a line item additional cost?

Please provide pricing for the cost of cleaning the new dorm, however do not include it in the lump sum price. SHSU will take the proposed pricing when the new dorm comes online in estimated August 2017. Please note on the pricing sheet that the new dorm pricing is not included in the lump some.

5. Since a number of full time employees are mandated in the RFP (page 13, C1) these employees have to be offered health insurance under the Affordable Care Act. Since there is no way to predict how many may choose to do so, will this cost be passed through to SHSU?

Pricing should include any and all fees and charges

6. How many parking passes for all services will be provided to the contractor? Are these paid for by the contractor or SHSU?

None. No. For temporary staff during Summer cleaning a Temporary Parking Permit can be issued.
7. If a dorm room or group of rooms have to be cleaned more than once in a given period, how is the contractor compensated for additional cleanings?
   No See page 21 & 33

8. Please indicate which multi-floor buildings on page 24 of the RFP have elevators.
   Belvin, Sam Houston Village Apts., Raven Village, Lone Star Hall, New dorm.

9. Will the University provide radios or pagers for contractor staff?
   No.

10. In cases where student rooms are left in an unacceptably poor condition, e.g. large amount of trash, food and personal items, lack of any cleaning on the student’s part or vandalism, is there a provision for an extra charge for these rooms?
    No.

11. Can the contractor bill for emergency after hours services once the estimated 50-60 occurrences referenced in the RFP are exceeded?
    No

12. Can the contractor bill for additional restroom or consumable supplies if attendance at events exceeds the estimates provided?
    No

13. P. 13 Sec. D-2b, Part B. References #2: Requirement of audited financial statements for two years. Audited financials for large companies require a complete audit by a CPA and can easily cost at least $24,000.00 for a large firm and require a great deal of time. This is pretty much cost prohibitive for most if not all firms. Is there any other financial acceptable? Possibly financials reviewed by the CPA instead of “audited” or a line of credit letter from a financial institution?

   It is up to the vendor to provide whatever company financial information the vendor feels is necessary.

14. P. 16 Sec. D-18b. Employees individually bonded for no less than $50,000.00 each. A bid bond is requested. A performance bond and liability insurance is required. Bonding of this type such as a fidelity bond is not usually enforceable unless there is a conviction. Very often losses are covered by the liability insurance. Is this not a bit redundant?

The requirements are as stated in the Request for Proposal

15. P. 18. Sec. D-19c. Parking. Residence life allows only 1 parking space. However, an example was given that there could be the possibility of the need for a quick turnaround of 300 rooms. This would require a large crew and where would they park and what would be the cost incurred. Residence life is probably the largest component throughout the year and yet only 1 parking space is devoted. It is possible to have the university to present a solution other than 1 parking space?

   This would occur during summer in which there are plenty of parking spaces at all dorms.

16. P. 22. Sec D-22b. Cleaning Schedule and Instruction: #6. It is stated that at least 2 coats of wax on the floors, a minimum of 1x every 3 years or a needed. Isn't this very vague? Each coat of wax has a definite cost associated so how many coats are acceptable? A minimum of 1x every 3 years or as needed. How is
they kept up? Record keeping for each room for a 3 year period? And what happens for “as needed.” Since this contract is performance based, and again there is a definite cost associated for each time this service is performed. Isn’t it better to have an agreed upon well-defined standard?

The 1st year of the contract all Residence Life buildings VCT floors shall be stripped and waxed with at least 2 coats of wax and burnished to accomplish an industry standard finish to protect the floor and for aesthetics. After the initial year the RL buildings will be divided into thirds and schedule for a rotational strip and wax and documented accordingly by both SHSU and the Contractor. All other floors will be evaluated during summer cleans and addressed as needed to accomplish an industry standard finish to protect the floor and for aesthetics.

17. Is it possible to have a bid tabulation of the previous solicitation?

The Texas Government Code (Section 552.104), along with attorney general decisions allow SHSU to claim exception to the release of the requested information surrounding the Custodial Services RFP currently out for bid. No information will be released until the RFP is closed. However, if a vendor chooses to do so, you may submit an Open Records request directly to the public information coordinator at openrecords@shsu.edu and that request, if necessary, will be sent by SHSU to the Attorney General, confirming the exception for this competitive process.

18. Is it possible to have the total awarded amount?

The Texas Government Code (Section 552.104), along with attorney general decisions allow SHSU to claim exception to the release of the requested information surrounding the Custodial Services RFP currently out for bid. No information will be released until the RFP is closed. However, if a vendor chooses to do so, you may submit an Open Records request directly to the public information coordinator at openrecords@shsu.edu and that request, if necessary, will be sent by SHSU to the Attorney General, confirming the exception for this competitive process.

19. Is it possible to have samples of submitted invoices covering the various sporting events ie. football, baseball, softball, etc. Also for sample events at the coliseum. Regarding Resident Life; sample invoices are requested during the normal semester’s schedule, and summer programs and camps.

The Texas Government Code (Section 552.104), along with attorney general decisions allow SHSU to claim exception to the release of the requested information surrounding the Custodial Services RFP currently out for bid. No information will be released until the RFP is closed. However, if a vendor chooses to do so, you may submit an Open Records request directly to the public information coordinator at openrecords@shsu.edu and that request, if necessary, will be sent by SHSU to the Attorney General, confirming the exception for this competitive process.

20. If questions are subject to the Texas Open Records Act; then I respectfully invoke this act for those questions.

The Texas Government Code (Section 552.104), along with attorney general decisions allow SHSU to claim exception to the release of the requested information surrounding the Custodial Services RFP currently out for bid. No information will be released until the RFP is closed. However, if a vendor chooses to do so, you may submit an Open Records request directly to the public information
coordinator at openrecords@shsu.edu and that request, if necessary, will be sent by SHSU to the Attorney General, confirming the exception for this competitive process.

21. Is there a price tabulation available from the last RFP?

The Texas Government Code (Section 552.104), along with attorney general decisions allow SHSU to claim exception to the release of the requested information surrounding the Custodial Services RFP currently out for bid. No information will be released until the RFP is closed. However, if a vendor chooses to do so, you may submit an Open Records request directly to the public information coordinator at openrecords@shsu.edu and that request, if necessary, will be sent by SHSU to the Attorney General, confirming the exception for this competitive process.

22. On page 40 the HUB, HSP. Which procurement category is this contract considered for goal acquisition?

The Custodial Services contract falls into the Other Services Category. The University’s goal for this category is 12%.