

ADDENDUM #3

DATE: March 11, 2020
TO: All Prospective Bidders
FROM: Lisa Mieszkowicz, Senior Procurement Specialist
RE: **RFQ# LM120119 Janitorial Services for Storrs & Depot Campus**

All respondents are hereby advised of the following amendment to the Request for Proposal documents which are hereby made an integral part of the bid documents for the subject contract, prepared by the University of Connecticut Procurement Services Department.

Proposals submitted shall be deemed to include the following document information as shown in Addendum No. 3. Respondents shall be required to acknowledge receipt of this addendum in their proposal response. Failure to acknowledge receipt of this addendum by the respondent may result in the rejection of their proposal response.

BIDDER NOTE: This addendum must be completed, signed and submitted with your proposal response to be considered for award. If you have already submitted a proposal, please complete the addendum and submit same in a sealed envelope, clearly marked with the bid number, response date, and return address. This will be accepted as part of your proposal response, **PROVIDING IT IS RECEIVED BY THE PURCHASING DEPARTMENT BY THE TIME AND DATE SPECIFIED IN ITEM NUMBER ONE (1) OF THIS DOCUMENT.**

Refer to the following clarifications:

- 1. The RFQ due date has been extended to Thursday, March 19, 2020 @ 2:00 PM**
- 2. Enclosed is a copy of the Mandatory Pre-Submission Sign In Sheet**
- 3. Attached is the RFI Log.**

Name of Bidder

Date

Address

Signature and Title

Mandatory Pre-Submission Sign In Sheet

University of Connecticut



Project Name: Janitorial Services for Storrs and Depot Campus

Project #: LM120119

Date: 2/21/2020

**PROCUREMENT SERVICES
CAPITAL PROJECTS AND
FACILITIES PROCUREMENT**

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Mandatory Pre-Submission Sign In Sheet

University of Connecticut

Project Name: Janitorial Services for Storrs and Depot Campus

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Date: 2/21/2020



UCONN
PROCUREMENT SERVICES
CAPITAL PROJECTS AND
FACILITIES PROCUREMENT

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Janitorial Services for Storrs and Depot Campus

Request for Information Log

RFI No.	Question	Response
1	Can you provide the pricing workbook that the current contractor submitted in the previous RFP process	This request needs to be submitted as a FOIA request. Please refer to the following website for instructions. https://publicrecords.uconn.edu/
2	Can you provide the pricing and evaluation results from the previous RFP process	This request needs to be submitted as a FOIA request. Please refer to the following website for instructions. https://publicrecords.uconn.edu/
3	What is the current annual value of the contract	\$ 5,594,984.88
4	Please detail the current contract amount	This request needs to be submitted as a FOIA request. Please refer to the following website for instructions. https://publicrecords.uconn.edu/
5	Aside from the dedicated Account Manager are the other management personnel positions detailed in the RFQ mandated? If so, how many in each category?	Uconn will not dictate the number of management positions required as this is a performance based contract.
6	Is the agreement a site-based agreement with 32BJ or does the contractor use the area wide Hartford agreement. Are there red circle rates for employees from another agreement or for long-tenured employees?	Contractors are to contact SEIU 32BJ for clarification.
7	Transportation vehicles are mandated in the RFQ to bring employees to and from the parking area. Who owns those vehicles and who drives them?	Contractor owns and drives the vehicles
8	Please confirm that cleaning supplies (brushes, microfiber), minor equipment (carts, mops, buckets) and capital equipment (scrubbers, sweepers) are the responsibility of the contractor.	Correct, non-consumable equipment is the responsibility of the contractor.
9	For the quality assurance program, you disclose a target QSP score 85%. Please detail the qualitative level of cleaning or APA standards that the contractor will be scored against.	<p>Shown below is a translation of the various score ranges:</p> <p>90% - 100% Excellent 82% - 89% Good 75% - 81%: Fair 65% - 74%: Poor 64% and below: Fail</p> <p>Excellent: Represents a world-class cleaning program that has limited opportunities for improvement. Extremely high customer satisfaction.</p> <p>Good: Meets or exceeds general requirements and specifications. Cleaning program includes many industry best-practices but also needs specific improvements and more consistency. Good to high customer satisfaction, although some action is needed to correct prominent deficiencies.</p> <p>Fair: Many requirements and specifications are met. Lacks consistency and best-practices. Quality is in danger of quickly moving into the "Poor" or "Fail" range if corrective actions are not taken. Much improvement is needed and desired. A blend of satisfied and unsatisfied customers.</p> <p>Poor: Cleaning requirements and specifications are not generally being met. Quality issues are widespread and systemic. Issues are prevalent at both the routine and the restorative levels. Many area types need major improvement in cleanliness. Many customers are unsatisfied.</p> <p>Fail: A complete failure to meet cleaning requirements. A restructuring of the cleaning program is needed. Customers agree that cleaning is unsatisfactory and major changes are necessary.</p>
10	The Scope/Cleaning specificatin - Exhibit B - for Auditorium, Classrooms and Labs has an annual frequency of 240 times per year. All others have 260. Should contractors assume that the program delivery for these locations is based on 48 weeks of regular academic year service & 4 weeks shutdown / closed for periodic / shutdown cleaning projects?	Most Auditoriums, classrooms, and labs do operate with a reduced schedule at different parts of the year. For the purposes of this bid, please assume 240 times per year for Auditorium, Classrooms, and Labs.
11	Exhibit D - shows current cleaning schedule for lock and unlock times for each building. Is there a schedule or calendar that outlines which weeks a building is closed or shutdown? Or is everything open and require service 5 days per week - 52 weeks per year except Auditorium, Classrooms and Labs?	The lock/unlock schedule is for exterior door only, and should be considered a year-round process.
12	Would it be possible to share the current vendors operational plan including the number of staff for each position both part time and full time. Also do you have the number of hours that each part time associate works.	This is a performance based bid, contractors should propose staffing that will work based on their expertise
13	Section 3.12.5 Rovers does not specify the number of Rovers required for the University. Can clarificatin be provided information as to how many Rovers the University requires as the duties specified can vary greatly.	This is a performance based bid, contractors should propose staffing that will work based on their expertise

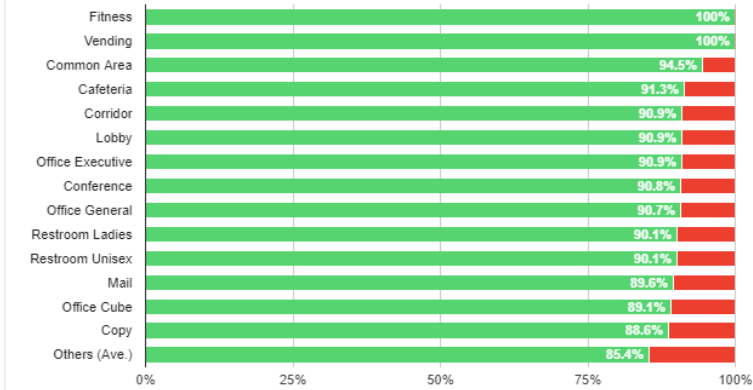
14	Section 3.12.6 Day Porters does not specify the number of porters required or which areas would be considered "high-use and high-visibility." Can clarification be provided as to which buildings or areas fall into the high-use or high visibility category or how many porters are required to meet the University expectations?	This is a performance based bid, contractors should propose staffing that will work based on their expertise
15	Is office/headquarters space provided on the campus from which the contractor can house account managers, supervisor spaces, time clocks, etc? If so, where is this space located and approximately how much space is provided?	Yes, it is approximately 1500 square feet with a meeting space, and 4 offices. The office space is located at Windham Cottage on the Depot Campus.
16	Is there a cost associated for staff to park in the designated area from which they will be transported to their assigned buildings? If so, what is that cost per vehicle annually?	The contractor is responsible for cost of staff to park in the designated area. Cost structures can be found online at https://park.uconn.edu/
17	The names of buildings in the RFQ and appendices do not match names of buildings on campus maps available. Can clarification be provided with the formal names of each building to correlate to the names on campus maps?	Unfortunately there is insufficient detail to your inquiry in regards to which buildings you are referring to.
18	For snow removal section 3.24.2 specifies snow and ice removal from all pedestrian walks, entrances and stairs to the crosswalk on the road. Does this include all concrete or brick walkways between buildings and across lawns throughout campus or is this responsibility limited to just those areas directly adjacent to the buildings under contract?	This responsibility is primarily limited to just those areas adjacent to buildings under the contract. However, there may be some areas that are not adjacent to the buildings such as parking lot stairways, bus stops and curb cuts that will be requested of the contractor to service.
19	For temporary worker requests, what is the University's typical lead time provided for such requests?	12-24 hours.
20	Can you provide the annual contract amount?	\$ 5,594,984.88
21	Will an onsite office be provided? Will the following be provided: Telephone line, internet access, electricity, hookups for washer/dryer, Wifi or hardline connection for timeclocks throughout campus?	All of these are provided except washer/dryer hookups
22	How many parking spaces will be provided for the contractor's vehicles?	Spaces adjacent to contractor office are permit parking only. Contractor is responsible for paking permits.
23	What is the contractor vehicle permit fees?	Refer to the enclosed parking services link: https://park.uconn.edu/contractor-policy/
24	What is the cost for a parking permit for the contractors employees? Also do the nighttime employees need a parking pass?	Refer to the enclosed parking services link: https://park.uconn.edu/contractor-policy/
25	Is the scope of work listed in the RFQ the same or differet than the current contract in place? If different please describe.	same
26	Who is the incumbent contractors and how long have they been providing their services	C&W Facility Services - 5 years
27	What is the current contracted monthly price and yearly price?	\$466,248.74/month \$5,594,984.88/annual
28	Can you provide us with the bid tab sheet from the last bid opening?	This request needs to be submitted as a FOIA request. Please refer to the following website for instructions. https://publicrecords.uconn.edu/
29	Is it possible to get the current supply usages from the current contractor?	consumable products are paid for by the University
30	Is the scope /size of this bid identical with the current contract? Have there been any changes from the previously awarded contract to current request for bid?	same
31	Are there any significant changes from the last bid?	no
32	What are the criteria for awarding the contract? Can you specify the percentage of each category: price, qualification, experience, etc.?	There are two key elements. The first is a technical evaluation based on the firms qualifications and experience. The second is an analysis of the financial proposals which is assessed separately from the technical evaluation. The two elements will contribute to the determination of the firm that demonstrates the best value to the University. The percentages for the Technical Evaluation are as follows: Qualifications and Experience of Custodial Firm (30 pts max) Managerial Ability (35 pts max) Staffing Plan (35 pts max).
33	Submission: It is stated that 1 USB will be submitted - Should we just put pricing workbook only - or Technical proposals as well?	Per section 5.3 provide an electronic version of the original proposal compiled in Portable Document Format (.pdf) with the accompanying Excel templates (.xls) on a USB flash drive and electronic copy of the Pricing Workbook on the USB drive.
34	Can you provide the current number of staffing of Day porters and night shift per each building?	This is a performance based bid, contractors should propose staffing that will work based on their expertise
35	Why did these facilities come up for bid at this time?	The current contract agreement was for 5 years thru 6/30/20.
36	Has the scope of work under the new solicitation remained the same, decreased or increased compared to current contract?	It is the same
37	Who is responsible for providing event set up and post event cleaning if you have?	Contractor is not responsible for setup. Post event cleaning is responsibility of contractor
38	Can you breakdown by building estimated number of events per year that the contractor will need to set up by provided if you have? Can you provide the number of average events was occurred for the past year?	Contractor is not responsible for setup
39	Will it be awarded a single bidder of multiple bidders?	It is the University's intent to award to one firm but reserves the right to make multipe awards for these serviseds if it is deemed to be in the University's best interest.
40	Is there a collective bargain agreement with the county or current vendor? Are the current vendor's employees union members?	Yes, 32BJ

41	What is required min. wage for this contract?	The Standard Wage contract Wages and Benefits are predicated by SEIU 32BJ collective bargaining unit.
42	Is exterior window cleaning a part of this contract?	Exterior window cleaning would be considered "additional services" and would be billable to the University.
43	Will the extra charge be applied for outsourced events?	This is determined on a case by case basis
44	Will your agent entertain a request for price adjustments in accordance with the current National Consumer Price index or the increased minimum wage of State?	Refer to Section 6.8.7 Price Increases in the RFQ
45	Given the contract in force was a five year with five one-year extensions why is UConn soliciting proposals for a new five year contract and not executing an extension?	The current contract was for 3 years with two one-year extensions (five years total).
46	Can you provide a summary of the monthly Quality Success Percentage scores for years ending 2018 and 2019?	See attachment
47	I was wondering if there are any previous results from prior years?	This request needs to be submitted as a FOIA request. Please refer to the following website for instructions.
48	There are 89 employees on the seniority list provided by union. How many work on: 1st shift, 2nd shift and 3rd shift.	Approximately 15% on first, 30% on second, and 55% on third shift.
49	Are the Rovers included in the 89 employees?	yes
50	Approximately how many bulbs are changed per year based on your recent history?	we don't track this number
51	Is there one person accountable for unlocking and locking the doors or is it completed by the crew that services the building on the weekend.	This is at the discretion of the contractor
52	In Exhibit A, the following buildings are missing data in Columns A to N. Can you provide the data. 2174 Willimantic Cottage, UPDC Annex, 0379 Daily Campus, 0503 Engineering Science Bldg, 0504 Main Accumulation Bldg, 7000 ITS Modular Bldg., Innovative Partnership Bldg., Depot Landscaping/Norling	This information is not available.
53	Should we provide pricing for the buildings that are net cleanable in Exhibit A?	Yes
54	How many vehicles and what type are successful for the incumbent contractor?	This information is not available by the University
55	In exhibit A, there is building 0387 Facilities Management Modular, however, this building is not in Appendix F-Pricing. Should we price this building?	No, This building has been removed.
56	Are there any buildings that are cleaned exclusively day only?	no

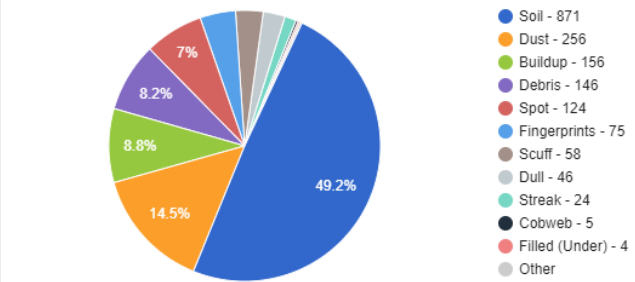
Location: Storrs Campus - Contract Building: All Floor: All Zone: All Room: All

QSP 88.6% 15,578 Items 0 Notes 106 Photos 1 Inspector

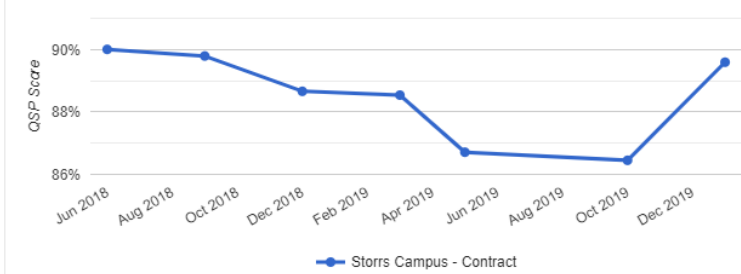
Score By Area Type



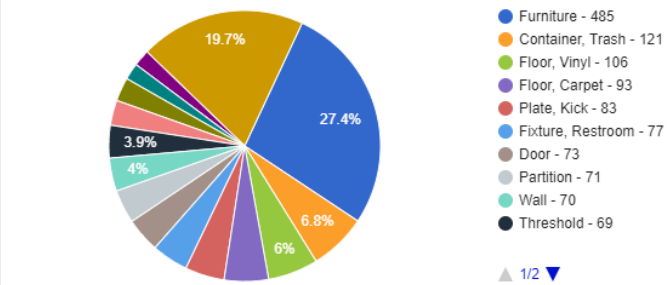
Deficiency Count



Score By Locations



Deficient Item Breakdown



Current Action Items

Item	Deficiency	Count
Furniture	Soil	207
Furniture	Dust	129
Container, Trash	Soil	94
Plate, Kick	Soil	78
Fixture, Restroom	Buildup	57

Previous Action Items

Item	Deficiency	Count
Furniture	Soil	92
Furniture	Debris	79
Partition	Dust	78
Floor, Carpet	Debris	77
Floor, Hard Surface	Debris	56