

Vendor Question #	Vendor	[INSERT METHOD OF PROCUREMENT] Section	Page #	Question	DCF Response	
QUESTION #	VENDOR	RFP# SMHTF 2019-0001HK REFERENCE SECTION	RFP# SMHTF 2019-0001HK PAGE #	VENDOR QUESTIONS	DCF RESPONSE	
1 of 66	Grosvenor	2.5	7 of 36	Due to the size of the project and the amount of information required, will you please extend the deadline for submission of questions?	No	
2 of 66	Grosvenor	2.5	7 of 36	If additional clarification is needed after the deadline for questions, how should this be handled?	N/A	
3 of 66	Grosvenor	2.5	7 of 36	How much time will the evaluators have to review the proposals?	See RFP SMHTF 2019-0001HK Calendar of events	
4 of 66	Grosvenor	B-3	3	Will you please send a list of buildings to be cleaned and the cleanable square footage for each?	List available on VBS	
5 of 66	Grosvenor	B-3	3	The item states Monday through Friday services for (20) living areas and admin areas and select weekend services. Exhibit D-1 states (7 day, full time) services for(20) resident areas. What is the schedule for janitorial services?	Non- secured area Bldgs. 2 and 3 are M-F service, with week end and holiday service to Bldg. 2. All other buildings in the secured area are M-F.	
6 of 66	Grosvenor	C-2.1.1	5	What are the required staffing levels?	Not applicable. Deliverables are based on service tasks and not on number of staff.	
7 of 66	Grosvenor	C-2.1.3	5	The section references staffing levels in Exhibit D. What are the minimum staffing levels for NEFSH and NFETC?	Deliverables are based on service tasks and frequency, and not on number of staff.	
8 of 66	Grosvenor	Exhibit D1	8 (2 of 2)	Will you please supply a list of facilities to be cleaned? What is the cleanable square footage for each facility to be cleaned?	Grand total facility net cleanable square feet approximately 100,800 square feet.	
9 of 66	Grosvenor	Exhibit D1	8 (2 of 2)	What is the current monthly and annual amount for the purchase of consumable products? (i.e. paper towels, toilet paper, liners, hand soap, body soap) for the secure area at NFETC?	Toilet paper-397 cases (96/rolls/cs) per month; Paper towel-center pull-40 cases (6 rolls/cs) per month; Can liners-Large 11 cases per month; Hand soap-liquid-19 cases (12/cs)per month. NOTE: Amounts for secured area ONLY; Does not include what contractor currently supplies to Bldg.'s 2 & 3. Also, quantities can vary based upon resident census	
10 of 66	Grosvenor	Exhibit D1	8 (2 of 2)	What are the annual quantities used (number of cases) for consumable products at NFETC (secure area)?	See response 9 of 66	
11 of 66	Grosvenor	Exhibit D1	8 (2 of 2)	Will the awarded vendor be able to use a golf cart in the secure area at NFETC?	No, Due to liability issues	
12 of 66	Grosvenor	Exhibit D1	8 (2 of 2)	Will the awarded vendor need an NFETC escort for daily performance of services in the secure area at NFETC?	NFETC will not be providing escorts for vendor's daily performances of services in the secured area.	

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13 of 66	Grosvenor	Exhibit D, D-1	7 (2 of 2)	What are the minimum required hours per month?	N/A	
14 of 66	Grosvenor	Exhibit F	15 (2 of 2)	Is the not to exceed amount of \$450,000 for 36 months?	Yes	
15 of 66	Grosvenor	N/A	N/A	Will the project be awarded to one vendor or a split award?	No	
16 of 66	Grosvenor	N/A	N/A	If all proposals exceed the listed budget for NEFSH or NFETC, what is the process for award?	N/A	
17 of 66	Lakeview Center, Inc	N/A	N/A	Are current employees contractor employees or State employees?	Contractor Employees	NEFSH Only
18 of 66	Lakeview Center, Inc	N/A	N/A	Do employees have a legal right of first refusal?	Yes	NEFSH Only
19 of 66	Lakeview Center, Inc	N/A	N/A	Is there any requirement for special training for working around people with mental illness?	Refer to: 43 of 66 ; and 44 of 66	NEFSH Only
20 of 66	Lakeview Center, Inc	N/A	N/A	Are floor plans available for these buildings?	Yes, Floor Plans may be provided upon request	NEFSH Only
21 of 66	Lakeview Center, Inc	N/A	N/A	Is there on site office space provided for the vendor to use for managing this operation?	Yes	NEFSH Only
22 of 66	Lakeview Center, Inc	B-3	App XI-A 3	Are dining facilities cleaned by EVS staff or Food Services staff?	EVS staff sweeps, mop and wipe down tables and chairs.	NEFSH Only
23 of 66	Lakeview Center, Inc	B-3	App XI-A 3	Are any services required to be provided after 3:30 p.m.?	No	NEFSH Only
24 of 66	Lakeview Center, Inc	B-4	App XI-A 3	Equipment - Is there storage space for larger equipment like auto scrubbers?	Yes	NEFSH Only
25 of 66	Lakeview Center, Inc	B-6.2	App XI-A 4	Is there equipment to launder non disposable mops and cleaning clothes on site?	Laundry Department cleans mop heads	NEFSH Only
26 of 66	Lakeview Center, Inc	B-6.3	App XI-A 4	Is there any data on frequency of campus house deep cleans?	No	NEFSH Only
27 of 66	Lakeview Center, Inc	B-6.6	App XI-A 4	Define "professional vent cleaning" that is to be provided annually. Are vents to be removed for cleaning? Is the intent of this service to clean the interior ducts?	Remove cover, clean and replace. No interior duct cleaning	NEFSH Only
28 of 66	Lakeview Center, Inc	C-2.1.2	App XI-A 5	Is this stating a minimum requirement of 8 hours of daily cleaning for each of the 20 residential areas?	Yes	NEFSH Only
29 of 66	Lakeview Center, Inc	Exhibit D-1-12	App XI-A 8	Please provide the referenced security standards for equipment.	All equipment and products used for housekeeping performances must be secured (make safe) at all times when in use and not be accessible by Residents.	NEFSH Only
30 of 66	Lakeview Center, Inc	Exhibit D-1-15	App XI-A 8	"All surfaces are to be cleaned in the event of a medical outbreak." This sentence is very vague. Can you define what is being asked and what constitutes a "medical outbreak"?	"All frequently touched contact surfaces areas are to be cleaned and disinfected to prevent spreading of microorganisms, thereby reducing the possibility of an infectious disease outbreak."	NEFSH Only
31 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-A 9 F 1	How large an area of the grounds is policed by the EVS team?	Only entry areas to buildings	NEFSH Only
32 of 66	Lakeview Center, Inc	Exhibit D-1-15	App XI-A 8	Please provide the square footage of each of the current resident living areas.	215,885	NEFSH Only
33 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-A 11	What is the process for getting chemicals not currently in use authorized for use at this facility? How long does this take from request to approval?	The Product Evaluation Committee - Meets monthly or as needed	NEFSH Only

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34 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-A 11	Who supplies the Purell hand sanitizer, hand soap, shampoo/body wash, feminine sanitary products?	NEFSH supplies Purell hand sanitizer, shampoo/body wash, feminine sanitary products. Vendor supplies hand soap.	NEFSH Only
35 of 66	Lakeview Center, Inc	Exhibit E-1.1	App XI-A 12	What is the number of deficiencies for the most recent fiscal year?	Unavailable	NEFSH Only
36 of 66	Lakeview Center, Inc	Exhibit E-1.3	App XI-A 12	What is the current staff satisfaction rating?	Unavailable	NEFSH Only
37 of 66	Lakeview Center, Inc	Exhibit F-3	App XI-A 13	Will contractor be required to pay these fees on initial staff hired or just replacement staff due to turnover?	All new hires	NEFSH Only
38 of 66	Lakeview Center, Inc	Exhibit F-3	App XI-A 13	What is included in mandatory training?	Refer to 48 of 66	NEFSH Only
39 of 66	Lakeview Center, Inc	Exhibit F-3	App XI-A 13	How many hours are required for mandatory training?	Approximately 20 hours	NEFSH Only
40 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-A 11	Please provide 12 months of historical usage data for: Chemicals: CDC 10, Bowl Kleen, Lemon Quat, NABC, Stainless Steel, Stripper (bomb), Sud'n Kleen, RJ8, Wax, Glass Kleen, Medi-clean Clear Lotion Soap with .3% Triclosan Paper Products: Toilet paper, Paper Towels - Roll, Paper Towels - Multi-fold, Can liners - Large, Can liners - medium, Can liners - small, Hazardous Medical Waste Bags (Red bags), Hand Sanitizer, Hand Soap, Shampoo, Body Wash	Unavailable for NEFSH	NEFSH Only
41 of 66	Lakeview Center, Inc	N/A	N/A	Please provide 12 months of historical data of hours worked in each of the following categories: Janitor, Floor Technician, Shift Leader/Supervisor.	Unavailable	NEFSH Only
42 of 66	Lakeview Center, Inc	Exhibit D-1-15	App XI-A 8	The 15 daily specifications for resident rooms appear to be for areas broader than resident rooms. Which of these steps apply to the actual rooms versus common areas?	This applies also to Resident Living Areas	NEFSH Only
43 of 66	Lakeview Center, Inc	N/A	N/A	Please provide the number of windows, blinds and screens are in each building.	Varies by building but on average is approximately 40	NEFSH Only
44 of 66	Lakeview Center, Inc	Exhibit D-1-15	App XI-A 8	Are the resident facilities segregated by Male/Female?	Yes	NEFSH Only
45 of 66	Lakeview Center, Inc	Exhibit D-1-15	App XI-A 8	Are we required to provide male cleaners to clean male resident facilities and females to clean female residential facilities?	Prefer no males on female living areas	NEFSH Only
46 of 66	Lakeview Center, Inc	N/A	N/A	Are current employees contractor employees or State employees?	Bldg. 2 & 3 only are current contract cleaning employees. No contract or State employees designated for housekeeping for remainder of this facility	NFETC Only
47 of 66	Lakeview Center, Inc	N/A	N/A	Do employees have a legal right of first refusal?	Refer to 18 of 66	NFETC Only
48 of 66	Lakeview Center, Inc	N/A	N/A	Is there any requirement for special training for working around people with mental illness that are incarcerated?	Yes. Basic MANDT training; Incident Report Training; HRTS Web Portal (DCF required) training – approximately 20 on-line courses.	NFETC Only
49 of 66	Lakeview Center, Inc	N/A	N/A	Are floor plans available for these buildings?	Yes, Floor plans may be provided upon request	NFETC Only
50 of 66	Lakeview Center, Inc	N/A	N/A	Is there on site office space provided for the vendor to use for managing this operation?	Yes	NFETC Only
51 of 66	Lakeview Center, Inc	D-1	App XI-B 8	Are any services required to be provided after 4:30 p.m.?	Yes. Bldg. 2 weekend and holiday coverage deliverables are normally provided by vendor after 4:30pm	NFETC Only

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52 of 66	Lakeview Center, Inc	B-6.2	App XI-B 4	Is there equipment to launder non disposable mops and cleaning clothes on site?	No	NFETC Only
53 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-B 8	In resident living areas "Pods", is vendor required to clean upstairs (resident rooms) while residents are present?	Yes. Residents are present in areas of daily deliverables. Vendor will not be cleaning individual resident rooms while occupied. Only individual resident room cleaning by vendor upon a discharge.	NFETC Only
54 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-B 8	Is vendor responsible for mopping common area in resident pods after each meal?	Yes. Resident common rooms on each building for dining require sweeping and mopping after resident breakfast and lunch meals	NFETC Only
55 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-B 13	What is the process for getting chemicals not currently in use authorized for use at this facility? How long does this take from request to approval?	Review and approval by Infection Control Nurse. The time may vary from request to approval-approximately 1 month	NFETC Only
56 of 66	Lakeview Center, Inc	Exhibit E-1.1	App XI-B14	What is the number of deficiencies for the most recent fiscal year?	N/A	NFETC Only
57 of 66	Lakeview Center, Inc	Exhibit E-1.3	App XI-B 14	What is the current staff satisfaction rating?	N/A	NFETC Only
58 of 66	Lakeview Center, Inc	Exhibit F-3	App XI-B 15	Will contractor be required to pay these fees on initial staff hired or just replacement staff due to turnover?	Each new hire will be required to take all initial trainings and screenings and then any training or screening that requires an annual refresher.	NFETC Only
59 of 66	Lakeview Center, Inc	Exhibit F-3	App XI-B 15	What is included in mandatory training?	Basic MANDT training; Incident Report Training; HRTS Web Portal (DCF required) training – approximately 20 on-line courses.	NFETC Only
60 of 66	Lakeview Center, Inc	Exhibit F-3	App XI-B 15	How many hours are required for mandatory training?	Approximately 20 hours	NFETC Only
61 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-B 12	Please provide manufacturers cleaning specifications for new flooring installed in buildings 6, 9 and 15.	Cleaning specifications attached to VBS	NFETC Only
62 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-B 12	Please provide 12 months of historical usage data for: Chemicals: CDC 10, Bowl Kleen, Lemon Quat, NABC, Stainless Steel, Stripper (bomb), Sud'n Kleen, RJ8, Wax, Glass Kleen, Medi-clean Clear Lotion Soap with .3% Triclosan Paper Products: Toilet paper, Paper Towels - Roll, Paper Towels - Multi-fold, Can liners - Large, Can liners - medium, Can liners - small, Hazardous Medical Waste Bags (Red bags), Hand Sanitizer, Hand Soap, Shampoo, Body Wash	CDC 10, Bowl Kleen, Lemon Quat, NABC, Stainless Steel, Stripper (bomb), Sud'n Kleen, RJ8 - This brand not used Toilet paper - 397 cases (96 rolls/cs) for one month - September; Paper towels - Center-pull - 40 cases (6 roll/cs) for one month - September; Can liners - Large - 11 cases for one month - September; Hand soap - 19 cases (12/cs) for one month - September. *Secure area only - (Does NOT include Contractor supply to Bldgs. 2 & 3). Quantities vary based upon resident census.	NFETC Only
63 of 66	Lakeview Center, Inc	N/A	N/A	Please provide 12 months of historical data of hours worked in each of the following categories: Janitor, Floor Technician, Shift Leader/Supervisor.	N/A. Only current scheduled cleaning is performed by contractor in bldgs. 2 & 3. This historical data is not available to the facility	NFETC Only
64 of 66	Lakeview Center, Inc	Exhibit D-1-15	App XI-A 8	Are the resident facilities segregated by Male/Female?	NFETC is male only facility	NFETC Only
65 of 66	Lakeview Center, Inc	Exhibit D-1-15	App XI-A 8	Are we required to provide male cleaners to clean male resident facilities and females to clean female residential facilities?	No. Cleaners may be either male or female.	NFETC Only
66 of 66	Lakeview Center, Inc	Exhibit D-1	App XI-B 8	In resident living areas, if residents are not present, how long will vendor be allowed to clean each pod?	None. Residents are normally present on the pods	

