

ITB DOH11-024 (1070)
Janitorial Services – Palm Beach County Health Department
Questions and Answers

QUESTION 1. We are vendors for The State of Florida and as such we received a notice telling us you are seeking a janitorial service. My company services businesses throughout the greater West Palm Beach area. Your notice did not give a geographical area nor the type of facility however if your in our area we would like to bid for the project

ANSWER 1: See Attachment I, Specifications.

QUESTION 2. Please clarify what is mandatory, both days of site visits and or the pre-bid meeting or both?

ANSWER 2: See Addendum I. Both days and the pre-bid meeting is mandatory.

QUESTION 3. I have been invited to bid on the subject advertisement. I have a quick question, is this bid inclusive of all 13 buildings or can we bid on the ones in the areas which we cover? I have an interest to bid on 10 of the 13 buildings. We do not cover Belle Glade and Pahokee.

ANSWER 3: This bid is a single award for all locations.

QUESTION 4. Good Morning Mr. Mergy, My name is Paul Saavedra and I represent Image Companies. We will be participating in the ITB DOH1070. I would like to request information on how to obtain the public records on the current Janitorial contract between the Palm Beach County Health Department and its current janitorial vendor.

ANSWER 4: The current contractor is ABM Janitorial Services and total contract amount \$3,286,219.14; this includes the initial 3 year period, plus the 3 year renewal period.

QUESTION 5. Could you please tell me who is the previous contract holder and value for DOH1070-JANITORIAL SERVICES?

ANSWER 5: See 4A.

QUESTION 6. I was examining the specifics of the bid process. And I noticed the requirement of at least 5 years experience. Is that an automatic disqualifier?

ANSWER 6: Yes.

QUESTION 7. Steve where can I find the old contract information for the above mentioned bid as well as others?

ANSWER 7: See 4A.

QUESTION 8. Thanks for responding Steve. Where can I locate bids that have already been awarded?

ANSWER 8: See 4A.

QUESTION 9. I am a service disabled veteran owned small business (certified) and registered as such with My Florida. We received this solicitation offer notice from My Florida.

We are interested in this opportunity as prime contractor along with our contractor team subcontractor, Able Services. We will attend the mandatory Day One and Day Two Tours and the Day Two Bid Conference.

Please let us know what the expected time commitment (hours) is for the Day One and for the Day Two events so we can plan accordingly.

My partner will attend Monday with our subcontractor representative and I will attend Tuesday with our subcontractor representative.

Please let us know how long to plan for each day; the invitation to bid shows “Start at 9 AM” for each day but gives no indication of how many hours to allocate?

ANSWER 9: Due to the varying locations of our centers it is difficult to give an accurate timeline for the site visits.

QUESTION 10. Attach is some info regarding the bid and some of the process I would need your help.

ANSWER 10: All information can be found in the solicitation document.

QUESTION 11. Bid package – 2 pages are blank, pages 55 & 56.

ANSWER 11: Scrivener’s error.

QUESTION 12. Clarify page 7 of BID: submit on original and one electronic on either CD or...?

ANSWER 12: Scrivener’s error. Please submit one original and one copy on a CD.

QUESTION 13. Clarify clean play equipment: is this outside equipment or interior toys on page 13?

ANSWER 13: Interior toys only.

QUESTION 14. Clarify exterior cleaning, page 15?

ANSWER 14: All information can be found in the solicitation document.

QUESTION 15. Clarify company name on back of shirts, page 21?

ANSWER 15: All information can be found in the solicitation document.

QUESTION 16. Who maintains the hand sanitizers? Is it standard in all buildings?

ANSWER 16: The Department provides the hand sanitizers. The janitorial contractor fills the dispensers. These are standardized.

QUESTION 17. Who controls access to the janitorial closet and supplies? BID states supply rooms, contract states “offsite” staging responsibility of the provider.

ANSWER 17: The janitorial contractor and key facility staff have access to these areas.

QUESTION 18. Review recycle, shredding and medical waste procedures?

ANSWER 18: All information can be found in the solicitation document.

QUESTION 19. Is "certified" service disabled veteran business enterprise equivalent to SDVOSB (service disabled veteran own small business) as defined and certified by VA and CVE, as used with Vetbiz Solicitations?

ANSWER 19: No.

QUESTION 20. Are there any trash compactors at the facilities?

ANSWER 20: No.

QUESTION 21. Is there designated parking at the larger facilities at no expense to contractor?

ANSWER 21: No, there is no designated parking. There is no cost for parking.

QUESTION 22. Are the entrance mats cleaning subcontracted out or is it part of the BID. Are there additional in inventory?

ANSWER 22: This mat service is provided by the Department. The janitorial contractor is to vacuum/clean mats.

QUESTION 23. Is there currently "green cleaning" under the current contract?

ANSWER 23: See Attachment I.

QUESTION 24. Contract states "department will provide dispensers for tissue, towels, soaps....are there any plans to standardize dispensers for all facilities. Do the DOH have inventory of dispensers?"

ANSWER 24: Department has standardized as much as possible. The Department has spare dispensers.

QUESTION 25. Is there SOP for the secure lab cleaning areas, i.e. specific cleaning products?

ANSWER 25: Yes and no specific products.

QUESTION 26. How many employees are in the Administrative Building?

ANSWER 26: There are approximately 320 employees in the Administrative Building.

QUESTION 27. Are all employees required to be certified for biohazard accident or only the lead supervisor and a select few?

ANSWER 27: Biohazard waste (i.e. red bags, sharps containers, etc.) is the Department's responsibility.

QUESTION 28. On page 53 scope of work for floors states: buffing floors, no mention of stripping and waxing, what will be the standard?

ANSWER 28: Stripping and waxing is completed by the project crew.

QUESTION 29. Are umbrella bags the responsibility of the vendor?

ANSWER 29: No.

QUESTION 30. What is the number of full time employees for each location?

ANSWER 30: Staff levels vary from time to time.

1050 W. 15th St. – Approximate Count 50

1150 45th St – Approximate Count 205
1250 South Wind Dr – Approximate Count 105
225 S. Congress Ave – Approximate Count 131
345 S Congress Ave – Approximate Count 32
38754 State Rd 7 – Approximate Count 110
5985 10th Ave N – Approximate Count 31
6405 Indiantown Rd – Approximate Count 6
7289 Garden Rd – Approximate Count 25
800 Clematis St – Approximate Count 320
851 Avenue P – Approximate Count 55
1200 E Main St, Dental Clinic of Pahokee – Approximate Count 5
1839 E Main St, Pahokee-Glades Health Center – Approximate Count 10 (Scheduled to open 12/20/11)

QUESTION 31. Is there an alternative to meet the site visit requirement, if an event beyond one's control prevented attendance on one of the days? I attended one day and the mandatory bid conference. May I go to the sites for the day I missed and have it signed off by a site manager or is there any other alternative?

ANSWER 31: No.

QUESTION 32. What is the average number of visitors (daily weekly or monthly) to each health clinic facility?

ANSWER 32: Listed below 2010 yearly clinic client count based on HMS Data.

Note: 1. We only have statistics on Health Clinics. This Data excludes Dental, WIC, Pharmacy, Health Care District, Human Services, Environmental Health and Visitors.

Note: 2. Data from HMS: This Data is for informational purposes only.

Note: 3. Pahokee and 851 Avenue P are new clinics statistics not available for these locations.

Note: 4. Riviera Beach location partially closed 11/30/11.

Belle Glade - 22,804

Delray Main - 42,353

Delray - Annex - 10,563

Jupiter - 2,870

Lantana (which includes our Centering Pregnancy Clinic) - 38,446

Riviera Beach - 27,751

West Palm Beach - 49,696

QUESTION 33. Are there blueprints or floor plans available for any of the facilities?

ANSWER 33: Yes, but not at all buildings. The site visit(s) provided access to the buildings/floorplans.

QUESTION 34. Is the warehouse at the General Services facility in Riviera Beach included in the cleanable square footage provided?

ANSWER 34: The cleanable square footage is stated in Attachment I and the open warehouse area is not part of the cleanable square footage.

QUESTION 35. Do you have a breakdown of square footage by floor type (Carpet, VCT, Marble, etc?)

ANSWER 35: No. The site visit(s) covered this. Most locations are 90% VCT. The locations with the most carpeting space are: Greenacres, 800 Clematis and West Palm Beach Health Center.

QUESTION 36. How many restrooms are there in total in the West Palm Beach Health Center?

ANSWER 36: 16, only 15 are included in the ITB. The restroom in the Pharmacy is not included.

QUESTION 37. Is it possible to get a copy of the sign-in sheet from the pre-bidding meeting?

ANSWER 37: Yes, see attached document to the Q&A.

QUESTION 38. Are the 48 hours for “project work” daily required or will you accept recommendations for a different number of hours we feel appropriate to get the job done?

ANSWER 38: The 48 hours for project work is required using 6 project workers; 8 hours/per day; 40 hours per week. These workers are full time. See Attachment I and Section 6.20 of the ITB.

QUESTION 39. Can you clarify that the “optional work” section on the pricing page (20,000 hours annually) is for day porter service only?

ANSWER 39: Yes. 20,000 hours estimated.

QUESTION 40. Where on the pricing page do we outline price for project work (is this to be quoted at an hourly rate or included in the total price per square foot)

ANSWER 40: See Attachment I, Deliverables – Service Units. The Routine and Project Work costs are combined and shown as a price per square foot (unit price).

QUESTION 41. Do you have to have similar contracts in place or experience?

ANSWER 41: See 4A.

QUESTION 42. Who was the last awarded sub?

ANSWER 42: No subcontractors have been approved.

QUESTION 43. Can the awarded winner use the present employees at these locations to continue work?

ANSWER 43: Not under the Department’s jurisdiction.

QUESTION 44. Do all employees need a background check? If yes how far back?

ANSWER 44: Yes, see Attachment I.

QUESTION 45. How much was the last bid amount?

ANSWER 45: See 4A.

QUESTION 46. What is the cost per year that the contractor is paying now?

ANSWER 46: See 4A.

QUESTION 47. Is the 700,000 budget what is currently being paid at this time and if not what is the current paid contract value?

ANSWER 47: See 4A.

QUESTION 48. Can all locations be awarded to one Company or location for location?

ANSWER 48: See 3A.

QUESTION 49. Which Company is presently doing the contract and can we know by how much

ANSWER 49: See 4A.

QUESTION 50. Is all square footage inclusive in the measurement?

ANSWER 50: No. Only cleanable square footage is noted.

QUESTION 51. Is project work billable?

ANSWER 51: See 40A.

QUESTION 52. What is the average personnel assigned per clinic and average personnel treated i.e. patients at each facility? Determine usage of paper products?

ANSWER 52: See 30A and 32A.

QUESTION 53. Are you going strictly with lowest bidder or point system?

ANSWER 53: See Attachment II.

QUESTION 54. What was the previous Bid that were submitted and showing the awarded Company?

ANSWER 54: See 4A.

QUESTION 55. VCT total sq. ft. carpet total sq. ft for each facility and other floors if waxed?

ANSWER 55: VCT square foot not calculated. The Department has Terrazzo tiles at West Palm Health Center and Marble type flooring in the lobby at 800 Clematis St and other miscellaneous floor types as viewed on the site visit(s).

QUESTION 56. What was the monthly cost for the supplies for each facility: towels soap and tissue?

ANSWER 56: These costs are to be included in the annual contract price.

QUESTION 57. Would the contract go to one vendor for all sites?

ANSWER 57: Yes.

QUESTION 58. How often do we strip floors?

ANSWER 58: Based on need and input from the contract manager and the janitorial provider using the Project Crew.

QUESTION 59. How often windows?

ANSWER 59: See Attachment VIII for schedule.

QUESTION 60. Do you mean pressure wash sidewalks, parking lot?

ANSWER 60: See Attachment I - this applies to concrete only.

QUESTION 61. Are we required to pick-up trash in parking lot, flower beds?

ANSWER 61: Yes.

QUESTION 62. Is there a janitorial closet in every building with sinks?

ANSWER 62: No, most locations have janitorial closets with sinks.

QUESTION 63. What is state holiday?

ANSWER 63: For 2011: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day.

QUESTION 64. Who has the contract now? How much do they get paid?

ANSWER 64: See 4A.

QUESTION 65. Do the bars/guards come off the windows to clean exterior windows?

ANSWER 65: No.

QUESTION 66. Do we clean the warehouse at Jupiter Health Center?

ANSWER 66: See Attachment I and 34A. The warehouse is located in Riviera Beach.

QUESTION 67. Do we have to use the Eco-Lab chemical station unit?

ANSWER 67: No, these stations are property of the current contractor.

QUESTION 68. In the lab section at West Palm Beach Health Center-should this be cleaned as a "clean room?"

ANSWER 68: No, see Attachment I.

QUESTION 69. At the admin building-where is the employee parking?

ANSWER 69: On the west side of the building facing the train station.

QUESTION 70. Can we get copies of building floor plans?

ANSWER 70: See 33A.

QUESTION 71. Do you have a history of usage of paper products?

ANSWER 71: No.

QUESTION 72. How many staff in each building?

ANSWER 72: See 30A.

QUESTION 73. Is there storage space to handle bulk?

ANSWER 73: No.

QUESTION 74. Since consumables (paper goods, hand cleaners, etc) are part of the BID. What was the usage in the past? Cases? Case quantities?

ANSWER 74: Not known. See 71A.

QUESTION 75. What was the cost of cleaning services the past year?

ANSWER 75: See 4A.

QUESTION 76. The grounds are mentioned. What are the measurements of parking lots and grass areas that we clean? How often are parking lots to be swept?

ANSWER 76: See 59A. Grounds and parking lots/grass areas measurements are not available, boundaries view during site visit(s).

QUESTION 77. There were day porters viewed at some of the facilities. They are not mentioned in the BID documents. Are they mandatory? If so, what hours are the required?

ANSWER 77: Day Porters are required 40 hours per week. One day porter working 8 hours per day 40 hours per week at the following locations: Delray Beach, Lantana, West Palm Beach, 851 Ave P, Belle Glade Health Centers and 800 Clematis St. These workers are full time employees and are to be covered under the vendor's health insurance.

QUESTION 78. Are the 6 people full time dedicated to the Project Work part of the staff for the floor care? How often is the floor maintenance: buffing, scrubbing and topcoating and stripping?

ANSWER 78: Yes. They are full time (40 hours per week) dedicated employees. Floor maintenance is based on need and input from Contract Manager and the janitorial provider using the Project Crew.

QUESTION 79. Can you submit Bid under joint venture i.e. 2 companies partnering together?

ANSWER 79: See Section 6.7.

QUESTION 80. How many Day Porters are assigned and hours? Not stated in specs, however we noticed Day Porters in many of the facilities.

ANSWER 80: See 77A.

QUESTION 81. What is the schedule for carpet shampooing, strip and waxing floors? Also, what is scheduling of pressure washing. Are "green chemicals" preferred?

ANSWER 81: See 78A.. Pressure cleaning is on an as needed basis by the Project Crew. Green chemicals are preferred.

QUESTION 82. How many strip, waxes per site per year?

ANSWER 82: Floor maintenance is based on need and input from Contract Manager and Janitorial provider using the Project Crew.

QUESTION 83. Which sites have cleaning requirements for medical rooms prior to 5:00 p.m. or to start at 5:00 p.m.?

ANSWER 83: All clinic locations.

QUESTION 84. What is the square foot of the 2nd floor at 345 S Congress Ave?

ANSWER 84: Not separated. Total cleanable square footage is included in Attachment I.

QUESTION 85. Is the hand soap and paper supplies billed extra or is it included in BID price?

ANSWER 85: Supplies should be included in the bid price. See Attachment I, “Provider Responsibilities/Supplies” section.

QUESTION 86. Will you provide bidders with purchase quantities and SKU’S?

ANSWER 86: No.

QUESTION 87. Will you provide bidders with building head counts?

ANSWER 87: Please refer to 30A and 32A.

QUESTION 88. What sites require Day Porters?

ANSWER 88: See 77A.

QUESTION 89. What sites benefit from the 48 hours per night dedicated Project Work?

ANSWER 89: All sites.

QUESTION 90. Regarding the consumables, paper towels, toilet paper, hand soap, etc. what was the previous usage that was included in the current contract? Can consumables be received at different locations prior to our work hours?

ANSWER 90: Previous usage is unknown. See Attachment I, “Provider Responsibility”. Off site staging.

QUESTION 91. Are we responsible for the cleaning products?

ANSWER 91: Yes.

QUESTION 92. The qualification is all about points or lowest BID?

ANSWER 92: See Attachment II.

QUESTION 93. I have to complete Page 50 and 51?

ANSWER 93: No.

QUESTION 94. How much does this contract pay annual and why the Company that has this Contract lost it?

ANSWER 94: The current contract has expired. See 4A.

QUESTION 95. How many copy original and CD?

ANSWER 95: See 12A.

QUESTION 96. Will the DOH be requiring a performance bond upon contract award? Page 40 of the ITB states that: the DOH, at its sole discretion, **may** require the Vendor to furnish, without additional cost to DOH, a performance bond or negotiable irrevocable letter of credit or other form of security for the satisfactory performance of work hereunder.

ANSWER 96: No.

QUESTION 97. What is the DOH currently paying for janitorial services at each of the locations listed under this ITB?

ANSWER 97: See 3A and 4A

QUESTION 98. Are day porters to be included in the price per square foot or is the optional work/rate per hour x 20,000 hours to be used for day porters?

ANSWER 98: Included in the price per square footage.

QUESTION 99. What total price (i.e. initial term (3 years), grand total (6 years) will be used for evaluation/bid award?

ANSWER 99: See Attachment II.

QUESTION 100. How long has ABM provided services to the Department of Health in Palm Beach County?

ANSWER 100: The current contract was for a 3 year period, plus a 3 year renewal period.

QUESTION 101. What were the amounts of consumables used the past year? What were the types, brands, cases and box quantities of consumable used?

ANSWER 101: See 90A.

QUESTION 102. Can the parking lots be blown instead of swept?

ANSWER 102: Yes, trash must be disposed of properly.

QUESTION 103. On page 15, section I, who provides the hose?

ANSWER 103: The janitorial contractor.

QUESTION 104. On page 25 section c. 1), it says that you allow up to six months to achieve compliance and then on page 40 sections 11, it says 30 days for termination; which one is it?

ANSWER 104: See Attachment VI and Attachment VII.