

NECC18-FAC002
Janitorial Services
Bid Questions and Answers

1. **Please provide a copy of the current janitorial contract and all amendments and modifications thereof:** Per the public record law guidelines, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
2. **Will the union wage (SEIU New England District, Local 32BJ, supersede the Commonwealth's prevailing wage?** All work performed under any contract resulting from this RFP must conform to Massachusetts General Laws, chapter 149 sections 26 and 27 for Prevailing Wage Rates. This schedule shall continue to be the minimum rate of wages for said employees during the life of this Contract including Contract extensions. Labor rates for functions not covered under prevailing wage laws must, at a minimum, meet and include the minimum wage rates established by the DLS. Any questions relative to the applicability of any wage rate shall be directed to the DLS.
3. **Can you clarify what is meant by "Current Projects" found in Questions #1, and how would it apply to this higher education custodial bid? As custodial service providers, we work within the confines of a service contract, where "Current Projects" may not apply.** Question # 1 on the Business Reference & Question Form is looking for each bidders to provide information on current projects (jobs/contracts) including name of project, owner, contract amount, percent complete and scheduled completion date.
4. **What company has the current contract for janitorial services for the two campuses at Northern Essex Community College?** S.J. Services
5. **Is there a Collective Bargaining Agreement? If so, please provide a copy of the current CBA.** The current janitorial service contract is outsourced. NECC18-FAC002 Janitorial Services bid must conform to prevailing wage labor guidelines (see question # 2 above).
6. **Will the contractor be responsible for paying for employee parking spots? If so, please provide the annual cost per pass.** No, the contractor will not be responsible for paying for employee parking spots.
7. **Do we need to return a signed copy of the Commonwealth of Massachusetts Standard Contract Form with our bid response? – Yes,** The successful Contractor will be required to sign and submit the following forms within 10 (ten) days of the date of Award as indicated in the bid on page 18.
8. **Who is the current vendor, and does he provide consumables?** Yes, S.J. Services is current provider and supplies consumables.
9. **Can we get consumable model numbers and (approx.) volume?** This information is not available, models vary by campus and building location.
10. **Can you provide current pricing with average extras?** Per the public record law guidelines, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
11. **Are these Union Workers?** The current janitorial service contract is outsourced by S.J. Services who utilizes union labor. NECC18-FAC002 Janitorial Services bid must conform to prevailing wage labor guidelines Current All work performed under any contract resulting from this RFP must conform to Massachusetts General Laws, chapter 149 sections 26 and 27 for Prevailing Wage Rates. This schedule shall continue to be the minimum rate of wages for said employees during the life of this Contract including Contract extensions. Labor rates for functions not covered under prevailing wage laws must, at a minimum, meet and include the minimum wage rates established by the DLS. Any questions relative to the applicability of any wage rate shall be directed to the DLS.
12. **Is the freedom of information ACT in play as to the availability of most recent Bid process pricing?** Yes, Request for information through the freedom of information act can be requested through NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
13. **Will data be made available to detail:**
 - a. **Square footages of carpet, VCT, Ceramic floors, Gym Flooring, Restroom fixtures, Auditoriums, stairwells, and other surfaces coming under this RFP? Per building as required in your Pricing?** No, bid docs include building sq. ft. but does not detail flooring composition.
 - b. **Consumables types and histories of consumption per building as required in your Pricing?** No, this information is not available as it was outsourced through our current provider.

c. **Relative to the Sq. Ft provided in this RFP for each facility, are these numbers Cleanable or Gross Sq. Ft? Gross Sq. Ft.**

14. **Is NECC a union job for janitorial?** The current janitorial service contract is outsourced by S.J. Services who utilizes union labor. NECC18-FAC002 Janitorial Services bid must conform to prevailing wage labor guidelines Current All work performed under any contract resulting from this RFP must conform to Massachusetts General Laws, chapter 149 sections 26 and 27 for Prevailing Wage Rates. This schedule shall continue to be the minimum rate of wages for said employees during the life of this Contract including Contract extensions. Labor rates for functions not covered under prevailing wage laws must, at a minimum, meet and include the minimum wage rates established by the DLS. Any questions relative to the applicability of any wage rate shall be directed to the DLS.
15. **Is the incumbent contractor operating as a union contractor?** The current janitorial service contract is outsourced by S.J. Services who utilizes union labor. NECC18-FAC002 Janitorial Services bid must conform to prevailing wage labor guidelines Current All work performed under any contract resulting from this RFP must conform to Massachusetts General Laws, chapter 149 sections 26 and 27 for Prevailing Wage Rates. This schedule shall continue to be the minimum rate of wages for said employees during the life of this Contract including Contract extensions. Labor rates for functions not covered under prevailing wage laws must, at a minimum, meet and include the minimum wage rates established by the DLS. Any questions relative to the applicability of any wage rate shall be directed to the DLS.
16. **Can you provide the name of the incumbent contractor?** S.J. Services
17. **With this being a state bid, can the current contract info be viewed via the Freedom of Information Act? If so, please provide details.** Per the public record law guidelines, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
18. **Could you tell me what union the custodian team is currently working with?** The information is not available.
19. **Are you able to walk to all of the buildings on each campus? Do you need a vehicle to drive to any?** On the Haverhill campus, all buildings are within walking distance. On the Lawrence campus, all buildings are within walking distance aside from Lawrence Riverwalk (360 Merrimack Street), which is an estimated 5-7 minute drive.
20. **Is the Little Sprouts Daycare in the “D” building included in the bid?** No, the Little Sprouts Daycare is not included in the bid. See Addendum #1 for revised Square Footage.
21. **What is the number of elevators on each campus?** There are 5 elevators on the Haverhill campus located in the following buildings: Technology Center (TC), Student Center (SC), Bentley Library (A), General Services/Science Building (B/E) and Spurk Building (C). There are 5 elevators on the Lawrence campus located in the following buildings: Dimitry Building (L/45 Franklin Street), 420 Common Street (LH), Dr.Ibrahim El-Hefni Allied Health Tech Center (LC/414 Common Street), Louise Haffner Fournier Education Center (LA/78 Amesbury Street) and Lawrence Riverwalk (LRW/360 Merrimack Street). Please note: the Dimitry Building is not a part of the SOW for year one (See Addendum #1).
22. **What is the frequency to which the gymnasium floor is expected to be cleaned?** The Contractor will be responsible for providing all equipment necessary to meet the needs of the Gymnasium in order to ensure proper cleaning and sanitation services. Such services may include, but are not limited to: Proper washing of the gym floor prior to home athletic events and proper washing after special event usage (scheduled to be provided by Contract Manager), daily dry-mopping of the gymnasium, daily vacuuming of the gymnasium floor rugs and monthly sweeping and mopping of the bleachers.
23. **Can we get a copy of the current contract?** Per the public record law guidelines, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
24. **How many FTE custodians currently service?** This information is not available as the service is currently outsourced.
25. **Is 5% bond based upon 1st year, or total of contract?** Bid deposit shall be for 5% of the value of the base bid (See page 3 of bid doc).
26. **Can you provide the current janitorial contract pricing with SJ Services?** Per the public record law guidelines, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
27. **Within the pricing pages, F Alternate 1, you reference consumable products (specifically paper products, trash liners, soaps, feminine products, hand sanitizers, etc.). In order to price these items, we would need to know what products / items are currently being used. Additionally, a usage history would help in our getting the best possible pricing. Providing that info would be extremely helpful.** This information is not available as it was outsourced through our current provider.

28. **For hands free dispensing units, will the contractor or the school be providing the batteries? Will the contractor or the school be maintains the integrity of those dispensers?** The contractor will be responsible for providing and changing batteries.
29. **Will you be providing a list of those contractors that were on the walk thru?** The sign in sheet for the pre-bid walkthrough was emailed out on 4/26/18 to the plan holder list as well as the individuals on the sign in sheet.
30. **Will you be providing a restroom/ fixture count for both campuses?** There is approximately 73 bathrooms total for the Haverhill and Lawrence campuses.
31. **Are there any day porters currently in use? If so, can you provide the count and hours required?** Yes, there are two day porters currently. One at each campus.
32. **Is there any exterior cleaning (parking lots, perimeter sidewalks?)** No.
33. **Are you currently satisfied with the current staff?** The current contract meets the needs of the College.
34. **Please provide the consumption quantity of consumables products for the month or year.** This information is not available as it was outsourced through our current provider.
35. **Do we need to provide our own vehicle on campus to collect trash and recycling?** Trash and Recycling dumpsters are within walking distance of all buildings.
36. **Please provide schedule of classes.** As indicated on page 10 of the RFP service is required daily but exact hours are subject to change based on operating hours and class/event schedules. Class schedules for the Summer and Fall 2018 semesters are in the process of being finalized.
37. **How many weekend events do you have per year?** Special events vary by semester and will be provided by the Event Coordinator as schedules are finalized.
38. **Do you have a schedule of games and events?** Athletic and Special events vary by semester and will be provided by the event coordinator and Athletic Director as schedules are finalized.
39. **Do we need to bring our own tilt trucks?** No.
40. **Who supplies the shower products such as body wash, shampoo, and conditioner?** – These items will be provided by the individual using the locker room.
41. **Do you have any floor surfaces that need specialty products?** Yes, the contractor will have to work with facilities to identify which floors need specialty products.
42. **What is the sq. ft. of hard surfaces?** This information is not available.
43. **What is the sq. ft. of carpeted floors?** This information is not available.
44. **Please provide manufacturer cleaning/maintenance recommendations for all floor surfaces at your facility.** This information is not available.
45. **Do we need to scale back our labor during the summer?** No, however, project work, such as floor refinishing and carpet extraction, may be scheduled during these times.
46. **For how long do you close during the breaks in March and December?** We don't close during these times.
47. **Are we allowed on campus during the break to complete our projects?** Yes, we do not close during breaks.
48. **Do you have other groups/schools using your facility for summer camps?** The school is open year round and the cleaning needs remain constant throughout the year.
49. **Who does set ups daily and on weekends?** The Northern Essex Facilities staff currently does daily and weekend set-ups.
50. **Do you need mats service? Or do you provide your own mats?** We currently utilize Cintas for Mat service some buildings. The College owned mats will need to be vacuumed as outlined in the bid doc.
51. **Do you have any critical areas or with special requirements?** See bid docs for Special Event requirements and Gymnasium requirements.
52. **Do you have any cleaning concerns/issues?** All cleaning requirements have been outlined in the bid doc.
53. **Who is current vendor?** S.J. Services
54. **What is annual contract price and what is current annual price per Building including broken down by cleaning and special services?** Per the public record law guidelines, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
55. **How many day porters are used daily?** There are two day porters currently. One at each campus.
56. **How many hours per week is there day porter service and is there day porters on weekends and how many hours do they work?** There are two day porters currently. One at each campus. Schedule varies by semester.
57. **Does vendor current provide consumables? And if so can you provide breakdown per Building?** This information is not available as it was outsourced through our current provider.

58. **The SOW states 7 days a week cleaning. What areas/buildings are required to be cleaned during the weekend?** As indicated on page 10 of the RFP, service is required daily but exact hours are subject to change based on operating hours and class/event schedules. Class schedules for the Summer and Fall 2018 semesters are in the process of being finalized.
59. **Consumable Supplies. Please provide the name of each product and the annual usage for each building.** This information is not available as it was outsourced through our current provider.
60. **Is it possible to respond to bidders questions sooner than 4/30? If the response date remains intact, we would have one day to finalize the pricing – and some responses are required for Alternate 1. The bid bond can take up to 4 days to acquire, and as the amount of the bond is based on the contract pricing, it would be difficult to acquire the bond while still complying with the current timelines. Would you consider pushing the submission date to 5/4?-, thus allowing some breathing room?** The dates outlined in the bid remain firm.
61. **Can you breakout the ratio of carpet to hard floor in each building?** No, this information is not available.
62. **Do you interpret bi-annually as 2x per year or 1x every 2 years?** Twice per year.
63. **Can you provide a school calendar to identify semester breaks for project cleaning? Can you also provide the days when service may not be required (school holidays, union holidays, etc.)?**As indicated on page 10 of the RFP service is required daily but exact hours are subject to change based on operating hours and class/event schedules. Class schedules for the Summer and Fall 2018 semesters are in the process of being finalized.
64. **Is routine weekend service required? If so, can you provide the when and where?** As indicated on page 10 of the RFP service is required daily but exact hours are subject to change based on operating hours and class/event schedules. Class schedules for the Summer and Fall 2018 semesters are in the process of being finalized.
65. **Is the final clean provided on an overnight shift? When can the final cleaning begin in each building without causing any disruption or interference? What are the hours of operation for each building? The response will determine the need for a PT or FT final clean staff.** As indicated on page 10 of the RFP service is required daily but exact hours are subject to change based on operating hours and class/event schedules. Class schedules for the Summer and Fall 2018 semesters are in the process of being finalized.
66. **The current union contract with SEIU New England District 615, Local 32BJ expires on 9/30/2020. How would you like year 3 pricing to read? Will you allow for price changes, dependent on the new contract terms?** All work performed under any contract resulting from this RFP must conform to Massachusetts General Laws, chapter 149 sections 26 and 27 for Prevailing Wage Rates. This schedule shall continue to be the minimum rate of wages for said employees during the life of this Contract including Contract extensions.
67. **Who provides the hand sanitizer?** The College is responsible for this service.
68. **Does the toilet tissue need to be 1 or 2 PLY? 2 ply.**
69. **Please provide a copy of the current contract and all amendments and modifications thereof.** Per the public record law guidelines, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
70. **Will the awarded vendor be required to clean the food service area in the Technology Center at the Haverhill Campus? If so, what is the scope?** No.
71. **Will the awarded vendor be required to clean the food service area at 45 Franklin Street at the Lawrence Campus when it re-opens? If so, what is the scope?** No.
72. **We understand that 45 Franklin is offline at this time. What is the expected reopen date for this facility? Are there any anticipated interior finishes or scope changes for this facility?** Per Addendum #1, the Dimitry Building at 45 Franklin St, Lawrence will not be included in the SOW for year one. Anticipated reopening is May 2019.
73. **Please provide the project work schedule for 2017-2018 for each campus.** As indicated on page 10 of the RFP service is required daily but exact hours are subject to change based on operating hours and class/event schedules. Class schedules for the Summer and Fall 2018 semesters are in the process of being finalized.
74. **Please provide a calendar of events for 2017-2018 and the projected calendar for 2018-2019.** As indicated on page 10 of the RFP service is required daily but exact hours are subject to change based on operating hours and class/event schedules. Class schedules for the Summer and Fall 2018 semesters are in the process of being finalized.
75. **Historically what has been the amount paid to the current contractor in each of the past two years for services not covered by the scope.** This information is not available.
76. **Please provide information on the leased buildings mentioned at the pre-bid but not already included in the RFP spec.** All leased buildings are included in the SOW in the RFP.
77. **What is the scope of services for the cleaning of lockers after term?** As outlined in the RFP all cleaning should be at ISSA Level 3 standards.

78. **Please provide the current staffing model for the Day Porters and the night cleaning crew, and the hours in which they work, by campus.** There are two day porters currently. One at each campus. Schedule varies by semester.
79. **Please define the expectations for Special Event work that includes set-up, monitoring and breakdown for events such as conferences, job fairs, press events, theater events, graduation, etc.?** Special events vary by semester and needs will be provided by the Event Coordinator as schedules are finalized.
80. **Will the awarded vendor be required to do any construction clean-up?** No.
81. **Will the awarded vendor be required to assist with the move-in process as renovated buildings come back on-line?** No.
82. **Is there a weighting system for all of the factors mentioned under the paragraph "Awarding" on page 4 of the RFP?** The Contract will be awarded to the Vendor who offers the best combination of price, capability and service options as determined by NECC.
83. **In order to provide accurate pricing requested under "Alternates" on page 15 of the RFP, please provide the historic usage of these products for each of the previous two years.** This information is not available as it was outsourced through our current provider.
84. **Do you have a yearly usage report for consumables? ie Cleaning supplies, paper products, trash liners, soaps** This information is not available as it was outsourced through our current provider.
85. **Do you have a preferred paper line?** This information is not available as it was outsourced through our current provider.
86. **Is there approval for product line conversions?** The College is open product line conversions of equal quality as agreed upon by the NECC Contract Manager.
87. **Who is the current vendor?** S.J. Services
88. **What is the current annual price?** Per the public record law guidelines, please request this information through the NECC Records Access Officer (RAO) which can be found at the link: <https://www.necc.mass.edu/discover/public-records/>
89. **How many day porter work during the day time and how many hours?** There are two day porters currently. One at each campus. Schedule varies by semester.
90. **How many staff per campus and what hour do they work?** Approximately 300 full time employees and 500 part time employees total for both campuses.
91. **Is a bank issue letter of credit acceptable for the bid deposit requirement?** A bank issued letter of credit is not acceptable for the bid deposit requirement. Each bid shall be accompanied by a bid deposit in the form of a bid bond, certified check, treasure's check or cashier's check issued by a responsible bank or trust company, payable to the Awarding Authority. Such bid deposit shall be for 5% of the value of the base bid. Failure to do so will lead to the rejection of the bid (see page 3 of RFP).
92. **How many restrooms are in each building?** There are approximately 40 restrooms on the Haverhill campus and 33 restrooms on the Lawrence campus.
93. **Is the current cleaning company a member of a union?** Yes.
94. **Shall the daily cleaning be scheduled for 52 weeks per year?** Yes.
95. **On pages 17 and 18 of the RFP, you have requested a Policy and Procedure manual to be included in the bid response. On page 16 of the RFP, it is mentioned that a manual shall be developed after the start of the contract. Could you clarify?** Vendor must provide a copy of their current policy and procedure manual for review by NECC. The manual will be returned to Vendor at the conclusion of the selection process. Upon award of the Contract, the Vendor must supply a Policy & Procedure manual specifically for the NECC Contract.
96. **Is any cleaning required on Saturdays?** As indicated on page 10 of the RFP service is required daily but exact hours are subject to change based on operating hours and class/event schedules.
97. **Does the cleaning company have to be union?** Yes.
98. **Who is present cleaning company?** S.J. Services
99. **What is the number of staff and students?** Information on student enrollment is available on the College's website: www.necc.mass.edu. Approximately 300 full time employees and 500 part time employees total for both campuses.
100. **We understand that in Alternative 1, you have requested pricing for cleaning supplies, paper products, liners hand soap etc. Regarding Section C. (Base Bid Pricing) on the Pricing Sheet, should we include the cost of cleaning supplies, paper products, liners etc. in the base bid pricing?** No.
101. **The prevailing wage is only available through 2020, will NECC allow price increases beyond 2020 based on the prevailing wage increases?** All work performed under any contract resulting from this RFP must conform to

Massachusetts General Laws, chapter 149 sections 26 and 27 for Prevailing Wage Rates. This schedule shall continue to be the minimum rate of wages for said employees during the life of this Contract including Contract extensions.

- 102. Is it correct that cleaning equipment such as automatic floor scrubbers, buffers, vacuums, etc. should be included in Pricing Section C Base Bid Pricing?** No. The Contractor will be responsible for providing all equipment necessary to meet the terms of this RFP throughout the Term of the Contract and is responsible for proper compliance with all such equipment requirements (see page 10 of bid doc).
- 103. You have requested pricing for Day-porters, 1 at the Haverhill campus and 1 at the Lawrence campus, how many hours per a week for each should be scheduled?** NECC will be in need of one (1) Day Porter per campus for light cleaning and maintenance duties. Hours to be determined by Contract Manager. The Day Porters will have the same requirements outlined for all contracted staff as outlined in the RFP
- 104. What is the square footage of bookstore?** Approximately 3,000 sq. ft.
- 105. How many restrooms are on campus?** There are approximately 40 restrooms on the Haverhill campus and 33 restrooms on the Lawrence campus.