

University of Louisville
DEPARTMENT OF PROCUREMENT SERVICES
LOUISVILLE, KENTUCKY

Invitation No:RP-038-23
Title: Custodial Services
Addendum No. 1

Date: March 27, 2023

The following shall clarify and/or modify the original bid document(s) as issued by the University of Louisville.

Question 1. How many bedrooms are we cleaning? Is one of them the Master Bedroom?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 2. How many full bathrooms are we cleaning? Is one of these the master bathroom? Do you have any half baths?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 3. Is there a family room or living room or both?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 4. Kitchen? Is there a separate dining area?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 5. Laundry Room?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 6. Office/den?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 7. Are there any other rooms in the home that were not listed that you would like for us to clean?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 8. Is there a finished basement? If so, is it one open area or are there separate rooms?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 9. Would you like us to dust the blinds?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 10. What is the flooring in your home? Carpet, hardwood, tile, etc?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 11. Is your home a single story home? If not, how many levels?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 12. How many Nic Nacs would you say are in your home? Few, average or many?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 13. Do you have any pets? If so, what kind and how many?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 14. Do you know the square footage of your home?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 15. What is the address, email address and phone number on the account?

UNIVERSITY RESPONSE: If awarded a contract, you will be given contact information in order to set up an account.

Question 16. How often would we be cleaning the home?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 17. How did you hear about MaidPro?

UNIVERSITY RESPONSE: MaidPro was listed as providing Custodial Services on the University Bidder's List.

Question 18. Is this a move in or move out cleaning?

UNIVERSITY RESPONSE: As stated in the RFP documents, this is not a home but could be any of the buildings on Belknap, HSC, and Shelby Campus.

Question 19. Approximately how many custodians does the University anticipate needing in school year?

UNIVERSITY RESPONSE: This number will vary dependent on the quantity of events and quantity of vacancies within our Custodial Staff.

Question 20. Will any custodians be assigned to the housing area of the campus?

UNIVERSITY RESPONSE: This RFP does not cover any of the housing areas.

Question 21. Will any custodians be assigned to the athletics area of the campus? Will there be any vendor custodians assigned to sporting events like football or basketball events?

UNIVERSITY RESPONSE: Custodians may be assigned to athletic areas and may be asked to work any sporting event hosted by the University.

Question 22. Once a custodian has been requested/assigned - how long will the assignment/position last? For example: one week, one month or a year?

UNIVERSITY RESPONSE: There is no set assignment period. This will vary based on open positions and need of the University.

Question 23. Will the vendor's custodians be working side by side with the University in-house employees?

UNIVERSITY RESPONSE: Yes, all vendor custodians will be supplementing existing University staff.

Question 24. Will the vendor's custodians be managed/supervised by a University in-house employee or by the vendor employee/supervisor?

UNIVERSITY RESPONSE: All vendor custodians will be supplementing existing University staff crews. If a supplemental supervisor is requested, they will be working with University in-house Supervisors.

Question 25. On page 9 of the RFP, Section 3 - "Pricing for maintenance services, including hourly rates..." What type of maintenance services are you requesting? HVAC, carpentry, plumbing or a general tech?

UNIVERSITY RESPONSE: This RFP is requesting custodial services hourly rates only.

Question 26. Does the University envision an Account Manager from the vendor who is responsible for the hiring and management of custodians assigned to the campus? If so, how can the vendor bill for the manager - as a separate cost or built into the bill rate of the hourly custodian?

UNIVERSITY RESPONSE: The University will be responsible for assigning custodians to their work area. We are only interested in your hourly fee for a custodial worker and a custodial supervisor.

Question 27. Is the University open to different bill rates for different shifts? For example, 3rd shift would typically have a higher pay wage to attract employees and would therefore need a higher bill rate? Weekend shifts would also typically carry a higher wage rate and would need a higher bill rate.

UNIVERSITY RESPONSE: As stated in the RFP documents, 2.a.III, please include hourly rates and any additional fees for after-hours or weekend support.

Question 28. How often is safety training provided to the vendor employee by the University? is this just one time only during the initial onboarding?

UNIVERSITY RESPONSE: Safety training is provided at the initial onboarding only unless a situation develops where additional training is warranted.

Question 29. With regards to supplier diversity, does the University have a percentage goal they would like to achieve with an MWBE supplier?

UNIVERSITY RESPONSE: The University does not have a specific goal set for this RFP, but we would like to achieve 5%.

Question 30. When a vendor custodian goes through the University's new employee orientation program, will the vendor be allowed to bill back the hours spent on this program?

UNIVERSITY RESPONSE: Yes, custodians are considered on the clock for new employee orientation and safety training.

Question 31. Approximately how much money has the University allocated to the budget for this program (RP-038-23 Custodial Services)?

UNIVERSITY RESPONSE: RP-038-23 Custodial Services will utilize existing budgets with no specific amount allocated.

Question 32. What is the complete cleanable square footage details?

UNIVERSITY RESPONSE: This RFP is not requesting services for any specific building; we are requesting an hourly fee per employee so the cleanable square footage will vary.

Question 33. Is there a fixed number of employees needed per day?

UNIVERSITY RESPONSE: The number of needed employees will be based on the services needed and number of in-house vacancies on any given day.

Question 34. Is there a total number of work hours per week?

UNIVERSITY RESPONSE: This RFP will be utilizing supplemental employees based on the services needed and number of in-house vacancies on any given day so there are no guaranteed hours.

Question 35. How many working hours per day per each custodian?

UNIVERSITY RESPONSE: Working hours will vary on event related work, but the standard will be 8 hours a day.

Question 36. Are the weekend hours considered as the regular working hours?

UNIVERSITY RESPONSE: Yes, all worked hours regardless of the day or shift are considered regular working hours.

Question 37. Does UofL pay overtime?

UNIVERSITY RESPONSE: As stated in the RFP documents, supplemental employees will remain the employee of the Contractor only, and Contractor shall be solely responsible for compliance with all laws relating to such employment, including but not limited to the FLSA and any laws requiring the payment of overtime rates.

Question 38. Who provides supervisors for each site - Vendor or UofL?

UNIVERSITY RESPONSE: As stated in the RFP documents, we are asking for supplemental staff to work with existing UofL employees. In some instances, a supplemental supervisor could be requested, but they will be working with University in-house Supervisors.

Question 39. Is this bid awarding for sole or multiple companies please?

UNIVERSITY RESPONSE: The University will base the number of awarded contracts on the quality of proposals.

Question 40. What is the head-count that university looking for. How many fulltime employees required?

UNIVERSITY RESPONSE: This RFP will be utilizing supplemental employees based on the services needed and number of in-house vacancies on any given day so this number will vary.

Question 41. Will the contract have expectations of vendor staff working regular scheduled shifts or work will be on an as-needed basis only?

UNIVERSITY RESPONSE: This RFP will be utilizing supplemental employees based on the services needed and number of in-house vacancies on any given day so there could be both regular scheduled shifts and as-needed basis requests.

Question 42. Will our team members be supervised by University of Louisville employees?

UNIVERSITY RESPONSE: As stated in the RFP documents, we are asking for supplemental staff to work with existing UofL employees. In some instances, a supplemental supervisor could be requested but they will be working with University in-house Supervisors.

Question 43. Is this a request for staffing or an all-inclusive request for janitorial services to include chemicals and equipment?

UNIVERSITY RESPONSE: As stated in the RFP documents, the University will provide all cleaning chemicals, supplies, tools, and equipment.

Question 44. Do we need to provide on-site management support?

UNIVERSITY RESPONSE: This RFP is only requesting custodial and supervisory staff hourly rates.

Question 45. How many FTEs are associated with this RFP?

UNIVERSITY RESPONSE: This RFP will be utilizing supplemental employees based on the services needed and number of in-house vacancies on any given day so quantity of FTE's will vary.

Question 46. Is cleaning equipment provided, or do we need to provide it?

UNIVERSITY RESPONSE: As stated in the RFP documents, the University will provide all cleaning chemicals, supplies, tools, and equipment.

Question 47. If this is an RFP for staffing, will the number of team members needed to fulfill this obligation vary from time to time?

UNIVERSITY RESPONSE: This RFP is for supplemental staff only which will vary based on the services needed and number of in-house vacancies on any given day.

Question 48. If the number of team members needed to fulfill this obligation varies from time to time, how much notice will we be given to fill vacancies?

UNIVERSITY RESPONSE: As stated in the RFP documents, supplemental custodians must be approved through the Human Resources Department upon results of background check before they can start. Once they have passed the background check, they will start the following Tuesday.

Question 49. What are the uniform requirements for team members?

UNIVERSITY RESPONSE: As stated in the RFP documents, the University will provide a work shirt and a badge.

Question 50. Do we need to provide uniforms, or are uniforms provided by the University of Louisville?

UNIVERSITY RESPONSE: As stated in the RFP documents, the University will provide a work shirt and a badge.

Question 51. In the financial offer summary, is the general custodial rate based on the hourly billing rate for 1 FTE?

UNIVERSITY RESPONSE: As stated in the RFP documents, we are looking for an hourly rate for a general custodian, an hourly rate for a custodian supervisor and any additional rates for services you provide. How this hourly rate is comprised is up to the Vendor.

Question 52. If not, what is the general custodial rate based on?

UNIVERSITY RESPONSE: As stated in the RFP documents, we are looking for an hourly rate for a general custodian. How this hourly rate is comprised is up to the Vendor.

Question 53. Who is/are the incumbent/s?

UNIVERSITY RESPONSE: There is not an incumbent for supplemental custodial services.

Question 54. If there is an incumbent, is the incumbent eligible to submit a proposal or participate in this RFP?

UNIVERSITY RESPONSE: There is not an incumbent for supplemental custodial services.

Question 55. Are there any areas of dissatisfaction with the current vendor?

UNIVERSITY RESPONSE: There is not an incumbent for supplemental custodial services.

Question 56. Is this a new solicitation or a recompetete? If this is a recompetete, will you provide the names of the incumbents and their pricing?

UNIVERSITY RESPONSE: This is a new solicitation. There is not an incumbent for supplemental custodial services.

Question 57. What is the current hourly wage for University of Louisville employees that work in similar roles?

UNIVERSITY RESPONSE: You will need to submit an open records request for this information as the University does not give out financial information.

Question 58. What is the average wage rate for employees of the current vendor?

UNIVERSITY RESPONSE: There is not an incumbent for supplemental custodial services.

Question 59. Can you provide a list of buildings by campus?

UNIVERSITY RESPONSE: As stated in the RFP documents, you could be asked to work in any of the buildings on Belknap, HSC or Shelby Campus.

Question 60. Can you please provide the square footage of each building included in the RFP?

UNIVERSITY RESPONSE: As stated in the RFP documents, we are not asking for a fee based on the square footage of the building you are working in, and the building will vary based on the services needed and number of in-house vacancies on any given day.

Question 61. Will the contractor be providing both Day Porters and night custodial services for the buildings included in the RFP?

UNIVERSITY RESPONSE: As stated in the RFP documents, we are a 24-hour facility and need coverage for various shifts.

Question 62. If the contractor is providing Day Porters, what is either the current number of Day Porters or what is U of L's preferred number of Day Porters?

UNIVERSITY RESPONSE: The quantity of requested employees will vary based on the services needed and number of in-house vacancies on any given day, not a preferred number.

Question 63. Is the contractor providing cleaning chemicals and equipment or will U of L be providing these items?

UNIVERSITY RESPONSE: As stated in the RFP documents, the University will provide all cleaning chemicals, supplies, tools, and equipment.

Question 64. Is the contractor providing consumable products (toilet paper, paper towels, trash can liners, hand soaps, hand sanitizer, etc.) or will U of L be providing these items.

UNIVERSITY RESPONSE: As stated in the RFP documents, the University will provide all cleaning chemicals, supplies, tools, and equipment.

Question 65. Can you provide us with UofL's definition of Supplemental Labor on a Day To Day basis?

UNIVERSITY RESPONSE: We are requesting contracted employees to work with current University staff based on the services needed and number of in-house vacancies on any given day.

Question 66. Are these full-time roles?

UNIVERSITY RESPONSE: We are requesting contracted employees to work with current University staff based on the services needed and number of in-house vacancies on any given day which may or may not constitute full time roles.

Question 67. What is the expected headcount?

UNIVERSITY RESPONSE: The quantity of requested employees will vary based on the services needed and number of in-house vacancies on any given day, so we do not have an expected headcount.

Question 68. Does the headcount include a supervisor?

UNIVERSITY RESPONSE: Requested employees will vary based on the services needed and number of in-house vacancies on any given day so we do not have an expected headcount, but we could request a supervisor if one is needed.

Question 69. Are these on call employees?

UNIVERSITY RESPONSE: No employee will be expected to be on call. All supplemental custodians must be approved through the Human Resources Department upon results of background check before they can start. Once they have passed the background check, they will start the following Tuesday.

Question 70. If these are on call employees, what is the lead time before employees need to be available?

UNIVERSITY RESPONSE: No employee will be expected to be on call. All supplemental custodians must be approved through the Human Resources Department upon results of background check before they can start. Once they have passed the background check, they will start the following Tuesday.

Question 71. Which buildings are included?

UNIVERSITY RESPONSE: As stated in the RFP documents, all buildings on the Belknap, HSC and Shelby Campuses are included.

Question 72. Can we schedule a site visit to inspect potential buildings?

UNIVERSITY RESPONSE: While you are welcome to tour any of the open-to-the-public locations we are not offering tours at this time, because the building you tour may not be a building you are ever asked to work in.

Question 73. Is there a set amount of FTE that the school would like to obtain?

UNIVERSITY RESPONSE: As stated in the RFP documents, the quantity of supplemental custodial workers will vary based on the services needed and number of in-house vacancies on any given day so there is no set amount of FTE's the University would like to obtain.

Question 74. Is there an approximate amount of square footage that you expect to be serviced?

UNIVERSITY RESPONSE: As stated in the RFP documents, the quantity of supplemental custodial workers will vary based on the services needed and number of in-house vacancies on any given day so the amount of square footage expected to be service will vary from day to day.

Question 75. Are we expected to cover benefits out of our wages?

UNIVERSITY RESPONSE: As stated in the RFP documents, All individuals performing such services shall remain the employees of Contractor only, and Contractor shall be solely responsible for compliance with all laws relating to such employment, including but not limited to the FLSA and any laws requiring the payment of overtime rates.

Bidder must acknowledge receipt of this and any addenda either with bid or by separate letter. Acknowledgement must be received in the Department of Procurement Services, Service Complex Building, University of Louisville no later than **April 6, 2023 5:00 PM, EST**. If by separate letter, the following information must be placed in the lower left-hand corner of the envelope:

Invitation No: RP-038-23

Title: Custodial Services

Due Date: April 6, 2023

Receipt Acknowledged: _____
FIRM

BY: _____