

## JHSC – JANITORIAL RFP QUESTIONS:

08/07/20

- 1) In addition to the evening cleaning price are you looking for day porter/disinfecting position pricing? **Your total price should include a staff person during the day to disinfect “high touch” areas along with performing normal contract cleaning.**
- 2) Is there a need for a weekend rate? **Yes, see the new proposal form and include a weekend rate for special events.**
- 3) Should we provide an Emergency rate per hour? **Yes, see the new proposal form and include an Emergency rate for special circumstances.**
- 4) What time are the cleaners allowed to start in the evening? **4:00 PM**
- 5) Can you provide square footage data per floor type? **SF by floor type is not readily available. Floor plans were provided in the bid package. All offices and meetings rooms are carpeted. All labs and corridors have Forbo marmoleum and vinyl floors. Bathrooms have ceramic tile floors and the main lobby is terrazzo.**
- 6) Carpet cleaning is listed as “as needed”, can the frequency be more defined? **Carpet should be cleaned “as needed” regarding spills, etc. In general, carpet should be cleaned annually.**
- 7) Floors are listed to be stripped and waxed “as needed”, can the frequency be more defined? **We do not believe there are any floors in the building that require standard stripping and waxing, however if there are, they are to be done quarterly.**
- 8) What are the shift requirements for the job? All employees on the same shift, staggered shifts? **One employee should be on the day shift to disinfect “high touch” areas along with performing normal contract cleaning. All other employees can work 2<sup>nd</sup> shift, beginning at 4:00 PM.**
- 9) Is there a requirement to hire any / all employees from the previous cleaning company? **There is no requirement, but we would appreciate the consideration of local hires and local sourcing in your decision making.**
- 10) Is there a certain number of people that have to be on a shift? **One person should be on the day shift, it is up to the proposer to decide how many are needed on the night shift to effectively clean the building during one shift.**
- 11) Will someone be available to sign for a bidder’s proposal if sent overnight to the Board’s office at 201 S. Broadway, Suite 440, Camden, NJ 08103, to arrive before 2:00 PM EST

Monday, August 17<sup>th</sup>, 2020? **Yes, however the Board assumes no responsibility if the proposal is delayed or not received on time.**

- 12) Do FedEx or UPS deliveries have to go through any additional security screening? **No, just our standard security protocols.**
- 13) Will you confirm no bid bond, surety, or performance bond documents are required to be included in the proposal? **Confirmed**
- 14) Would you confirm JHSC will provide all consumable type products such as toilet paper, paper towels, hand soap and sanitizers, trash can liners, etc.? **Per the specifications, the JHSC will provide toilet paper, paper towels for restroom dispensers, hand soap, hand sanitizer refills, and trash can liners.**
- 15) During what hours must the cleaning be done? **One staff member should start at 7:30 AM and the balance of the crew should start at 4:00 PM.**
- 16) Is there a required minimum of hours expected each night? **Number of hours is at the discretion of the proposer to be able to comply with the contractual obligations.**
- 17) Is there a specified minimum or maximum number of people with the crew? **No**
- 18) Are there hours that the janitorial crew must not be in the building? **Work is required to be completed by 12:00 midnight.**
- 19) Are there areas that are off limits during cleaning hours? **Yes, areas that are in active use for simulation testing or laboratory experiments.**
- 20) Does the contract require a day porter? If so, how many hours and during what times? **Yes, 8 hours, starting time of 7:30 AM.**
- 21) Is there storage for equipment and machines? **Yes**
- 22) Are there rooms that will not be cleaned at all? For example, I saw a "File Storage" room. **"Back of house" type rooms do not require regular cleaning such as electrical rooms, water room, fire sprinkler room, etc. Also, the Vivarium will not be cleaned by your staff.**
- 23) Does the outdoor terrace need any cleaning? If yes, what type of cleaning and how often. **Yes, concrete paver floor swept, as needed.**
- 24) Does the outdoor furniture on the terrace need to be cleaned? If yes, how often? **Yes, as needed.**

- 25) Where are the dumpsters located? **Outside the loading dock.**
- 26) Will the customer accept other method of carpet cleaning besides “steam cleaning” (method listed in the RFP)? **Preferred method is in the RFP.**
- 27) Can you provide the manufacturer’s approved list of cleaning materials and methods for the various types of flooring? **It will be provided to successful bidder.**
- 28) What holidays will the building be closed? Does the Joint Board want any cleaning on any of these holidays? New Year's Day (observed), Memorial Day, July 4th or Independence Day, Thanksgiving, Christmas Day (Observed).
- 29) We assume that the glass around the main entrance and interior of the building is the responsibility of the janitorial staff; however, the glass in the lobby is high. Is there a separate company for the high reach area (chandeliers in the lobby, wood ceiling slats in lobby, etc.) and second floor atrium area glass or will vendor be responsible for cleaning that glass? **Per the RFP, vendor is responsible for interior glass.**
- 30) Once the doctors’ office open, what is expected cleaning in those office? Will there be access to these offices? **Standard cleaning. Yes.**
- 31) Is there a specified break area for janitorial company staff? **No**
- 32) Is the janitorial company responsible to mop floors in walk-in refrigerators? **Yes, as needed.**
- 33) Will there be temperature checks for COVID for janitorial staff? University Staff? Students? Public? before entering the building? Will the vendor be notified if there are positive cases? Suspected cases? What will be the procedure if there are known cases? **Temperature checks and/or surveys are the responsibility of the contractor. Use of the Joint Health Sciences Center is governed by a COVID-19 Facilities Use Policy for all common spaces (see below). University and College guidelines govern areas occupied by Rowan University, Rutgers-Camden, the Cooper Medical School of Rowan University and Camden County College. Adequate COVID-19 signage is posted throughout the facility. Sick employees, faculty, students and/or public are strongly encouraged not to enter the building. Policies will be distributed to the contractor upon award of bid and on-boarding process.**  
Please see Joint Health Sciences Center COVID Facility Use Rules: [click here](#)

