



# UNIVERSITY OF SOUTH CAROLINA

## AMENDMENT NO.3 TO SOLICITATION

TO: ALL VENDORS

FROM: Michelle Robinson, CPPB, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-IFB-3085-MR-Re-Bid  
University of South Carolina Law School Custodial Services

DATE: August 22, 2017

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This Amendment No.3 modifies the Invitation For Bid only in the manner and to the extent as stated herein.

### **Vendors Questions and Answers**

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BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO.3 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name of Offeror

\_\_\_\_\_  
Date

## **QUESTIONS RECEIVED FROM VENDOR A**

- 1. Question:** Will the contractor be responsible for cleaning from the food line forward or is the back end (kitchen appliances and equipment) included in the dining/cafeteria area?

**Answer:** Contractor will clean Food line forward.

- 2. Question:** Are there any provisions for fall protection? This will be required for window cleaning and cleaning the awning above the entrances.

**Answer:** All OSHA regulations apply including fall projection. The contractor is responsible for providing all personal fall protection equipment and/or lifts needed to complete task. Contractor is also responsible for ensuring all employees are properly trained in the safe and proper use of said equipment.

- 3. Question:** Are the outside windows to be cleaned and included in price and if so, how often?

**Answer:** Yes, outside windows are to be cleaned as a part of this contract. And this should be considered when submitting bid. Cleaning should be quarterly (four (4) times a year).

## **QUESTIONS RECEIVED FROM VENDOR B**

- 4. Question:** Why are there no Preferences in the Contract?

**Answer:** Preferences do not apply to a bid for an item of work by the bidder if the annual price of the bidder's price exceeds fifty thousand dollars or the total potential price of the bidder's work exceeds five hundred thousand dollars. (We anticipate this contract to have a total potential value in excess of five hundred thousand dollars).

- 5. Question:** Why did the university make the offerors responsible for providing consumables?

**Answer:** To prevent any conflicting cost concerns or potential misappropriation of supplies.

- 6. Question:** What was the previous Low bid?

**Answer:** The previous low bid was \$975,458.56 for the 5-year contract period.

- 7. Question:** What is considered a special request and how is it paid? Page 12

**Answer:** A special request as expressed on page 12, relates to issue's that may arise, such as spills, stains, restroom issues, or event cleaning.

- 8. Question:** Who cleans the cameras around the building? I see no mention of them.

**Answer:** Cleaning the cameras will not be a part of the custodial contract.

- 9. Question:** Will the building be delivered in Level 1 condition and if not, do we get to charge for our company to bring it to that standard?

**Answer:** Yes, scope of work must be approved by Facilities Custodial Director/ Assistant Director.

- 10. Question:** Where do the boundaries come in on where Aramark cleans to and where we start?

**Answer:** The area between the locker room and vestibule entry is considered Aramark space.

- 11. Question:** What time does the kitchen crew arrive and when do they serve breakfast?

**Answer:** Kitchen crew arrives around 6:00 AM. Service Hours are from 7:30AM to 2:30PM Monday through Friday.

- 12. Question:** Can we obtain a full calendar of events for 2018, so that we can be aware of and prepare for special events?

**Answer:** There is a calendar at: <http://www.sc.edu/calendar/law/index.php>. The Law School has an event planner which the custodial contractor will be working with to determine needs.

- 13. Question:** Are we expected to have service 24/7 or Mon-Fri it reads both ways in solicitation.

**Answer:** 24/7 Monday through Friday, and appropriate staffing to support weekend events and schedules.

- 14. Question:** Who and How do we report maintenance problems?

**Answer:** During business hours, maintenance issues will be directed to the Building Manager, Eric Cassity. After hours, emergencies will be called into University work control at (803) 777-4217.

- 15. Question:** In the Antique room is the furniture movable and have footings on it to protect it?

**Answer:** The table is moveable, but the other furniture appears not to be.

- 16. Question:** How will we know that the library is being used on the weekend and our services are needed? Also is this an extra charge or just part of the contract?

**Answer:** The contractor will be notified about weekend hours operational needs through the contract Manager, Eric Cassity. Weekend work will be considered as a part of the contract no separate billing.

#### **QUESTIONS RECEIVED FROM VENDOR C**

- 17. Question:** Do you currently have a contractor for this contract: If so, can you disclose who the current contractor is and the price being paid?

**Answer:** There is no contractor for these services at this time.

**18. Question:** Why is the contract being “re-bid”?

**Answer:** The previous contractor was not able to provide the services as requested.

**19. Question:** is there a new date for the “electronic bid event submission form” to be submitted”

**Answer:** No the electronic “prices” must be submitted by 4:00 PM on Wednesday, Sept. 6, 2017 and the on-line bidding will occur at 11:00 AM on Thursday, Sept. 7<sup>th</sup>.

#### **QUESTIONS RECEIVED FROM VENDOR D**

**20. Question:** what is the current contract price?

**Answer:** Refer to the Answer to Question #17.

**21. Question:** What is the square footage and the breakdown of square footage (i.e. Carpet, Tile, etc?)

**Answer:** See page 18 “Additional Pertinent Information” of the solicitation under Section III. Scope of Services/Specifications

#### **QUESTIONS RECEIVED FROM VENDOR E**

**22. Question:** Is USC planning on having the vendors who present the best solution come in for a presentation?

**Answer:** No

**23. Question:** Is USC going to use a weighted evaluation system where each critical area being evaluated will be weighted by importance?

**Answer:** No. In an Invitation for Bid (IFB) type of procurement, the contract is awarded to the lowest responsive and responsible bidder that meets the requirements in the solicitation. Each offeror’s technical proposal will be reviewed for responsiveness. Only those offerors with technical proposals that have been determined by the Procurement Officer to be responsive will be invited to bid in the online auction.

If yes, can you share the categories and their weight?

**24. Question:** How many “finalist” do they anticipate letting into the next round?

**Answer:** N/A

**25. Question:** Are the outside balconies to be included in the bid?

**Answer:** Yes, outside balconies are to be included in the bid.

**26. Question:** Will the awarded vendor be taking over the Custodial Services at an APPA Level 1 standard, if not will the vendor be able to charge the university to

bring the Law School up to APPA Level 1 standards? This is a one-time special billing to be paid separately from the contract.

**Answer:** Refer to the Answer to Question #9.

**27. Question:** In the café, will the custodial vendor be responsible for the cleaning of the floors, tables, trash, etc. from in front of the cafeteria line?

**Answer:** No, the Cafeteria operation is considered to be independent outside/ vendor space. The cleaning of that space falls upon the occupying/ leasing vendor.

## QUESTIONS RECEIVED FROM VENDOR F

**28. Question:** Because a Reverse Auction is focused strictly on establishing the lowest price for services requested in the RFP, will the final selection – the contract winner – be determined solely by the lowest price results of the Reverse Auction?

**Answer:** Refer to the Answer to Question #23.

**29. Question:** The evaluation factors state that the award will be made to the lowest responsible and responsive bidder– then you will process with a reverse auction, which will require the participants to lower their price and lower the quality of service that they originally proposed in their response. If they have to lower their price something will be cut; employee wages, services, management wages. Would you consider removing the reverse auction? Will services be considered for reduction with the reverse auction as well?

**Answer:** No.

**30. Question:** Pg. 12. General Requirements. It is the expectation that the New Law School will open and be maintained at a Level 1 standard of Clean at all times. Will the University have the building to Level 1 standard of clean prior to the contractor starting the contract? If the building is not at Level 1 standard, will the contractor have a grace period to bring the building to Level 1 Standard?

**Answer:** Refer to the Answer to Question #9.

**31. Question:** Pg. 13. Supplies –Daily. Are the recycle (blue) bags specified for trash and recycle receptacles only required for use in the trash and recycle receptacles?

**Answer:** The blue bags are only for recycle bins.

**32. Question:** Pg. 16. Clean Doors, Door Glass, and Walls-Daily. What is the height requirement for daily cleaning?

**Answer:** There is no specified height limitation.

**33. Question:** Page 18. Power Wash Exterior Building Entries, Porches, Ramps, and Stairways-Annually. For the entrances to the building, what is the distance requirement from the entrance(s) of the building to be power washed?

**Answer:** This would differ according to type of entry Landings, stairs and ramps would all affect distance.

**34. Question:** Pg. 18. Outside Windows to be Cleaned Quarterly. Is it the intention of the University to have ALL outside windows to be cleaned quarterly by the contractor?

**Answer:** Yes

**35. Question:** Pg. 18. High Dust Building Surfaces and Equipment-Daily. Please clarify the maximum height requirement for daily high dusting.

**Answer:** No maximum height specified. Building should be maintained at level 1 at all times.

**36. Question:** Pg. 18. High Dust Building Surfaces and Equipment-Daily. Will the University have a lift available the contractor may use to perform high dusting?

**Answer:** Any equipment and/or supplies required to execute work specified in contract must be supplied by the contractor.

**37. Question:** At the entrance of the Law Building, there is a chandelier that will be installed. Will high dusting be required to be performed on the chandelier?

**Answer:** No, the chandelier can only be cleaned by the artists so this will not be in the scope of work for this solicitation. The chandelier will need to be dusted as semi-annually.

**38. Question:** The design of the Law building includes a large amount of windows that overlook other rooms. Is it the intention of the University to have all windows cleaned daily, free of smudge marks at all times?

**Answer:** Yes

**39. Question:** Please define the area(s) food services is responsible for cleaning.

**Answer:** The dining area and kitchen area are cleaned by USC Dining Services (Aramark).

**40. Question:** Please specify the brand of air fresheners used in restrooms.

**Answer:** Odor Counteractant/Neutralizer – Manufacturer – Tough Guy

**41. Question:** What is the expectation for staffing on official university holidays?

**Answer:** That will be determined by the contractor and the scope of work they hope to accomplish during the holiday shut downs.

**42. Question:** Page 20. **Law Library Basement – Bi-weekly.** Clean, sanitize, and polish all study spaces in library spaces. The library is opened seven (7) days a week and needs **daily** cleaning and **monitoring** during weekend hours. Please Clarify.

**Answer:** Weekend services are a part of the contract. **Contractor should schedule services that will allow them to maintain the building at a level 1 standard.**

**43. Question:** Pg. 12. Scope of Work. Cleaning Hours. **"Contractor must provide weekend coverage at the request of the University as a part of the contract."**

Will this be in addition to library weekend coverage? Will this be an extra charge?  
Please specify the type of work that may be requested.

**Answer: Weekend work will be considered a part of the contract, and is not an extra charge. Weekend work will be considered daily cleaning in support of maintaining building at level 1 standard.**

**44. Question:** eBridge specified a 3% cost to use eBridge - any cost like that will be passed along by contractors to the University, increasing the cost for the final contract. Will the University consider removing the eBridge reverse auction and 3% fee from the bid process?

**Answer:** No

**45. Question:** Please provide the Library's weekend hours of operation.

**Answer:** 7:00 AM – 11:00 PM.

**46. Question:** Please provide pdf floor plans of the facility.

**Answer:** Floor plans can be found at:

[http://www.sc.edu/study/colleges\\_schools/law/about/new\\_building/index.php](http://www.sc.edu/study/colleges_schools/law/about/new_building/index.php)

A short video tour of the Law School can be found at:

<https://youtu.be/j9gCTnWXgak>

**47. Question:** Will the University consider extending the deadline for questions?

**Answer:** No.

## **QUESTIONS RECEIVED FROM VENDOR G**

**48. Question:** What is the ratio of men to women at Law School? (Helps with tissue usage)

**Answer:** Not known

**49. Question:** Can we substitute equal value products for consumables such as liners, hand soap etc.?

**Answer:** All products supplied must be in compliance with the dispensers on site.

**50. Question:** Round about staffing level currently used during day and night for USC Law Center at this time?

**Answer:** 8

**51. Question:** Is this solicitation based on lowest cost value or best value?

**Answer:** Refer to the Answer to Question #23.

**52. Question:** Have the specifications changed since the last awarded contract?

**Answer:** Yes. Please review the current solicitation carefully so you will know what is expected of you and you can submit an accurate and quality bid.

**53. Question:** In the case of an emergency cleanup, would we need to include our rate for those services in our bid?

**Answer:** Any emergency cleanup response should be approved by building contract manager. The qualification of what qualifies as an emergency service will be determined by the scope of work as defined in the solicitation.

**54. Question:** What is the last amount awarded for this contract?

**Answer:** Refer to the Answer to Question #6.

**55. Question:** The Solicitation does not say anything about the frequency of waxing/stripping floors. Will this need to be done by our company? If so, how frequently?

**Answer:** There are no waxed surfaces in the building.

**56. Question:** The Solicitation does not say anything about carpet extraction. Will this need to be done by our company? If so, how frequently?

**Answer:** Building should be maintained at a level 1 standard of clean. This would include all aspect of cleaning the space including carpet extraction. Contractor is responsible for cleaning all carpet and furniture. Frequency is determined by Level 1 standard of cleaning needs.

## **QUESTIONS RECEIVED FROM VENDOR H**

**57. Question:** Regarding dusting, do we remove pictures, vases, artifacts, etc. prior to cleaning furniture / appliances?

**Answer:** No

**58. Question:** What is the number of office trashcans in the building?

**Answer:** 267

**59. Question:** What is the number of landfill cans?

**Answer:** 110

**60. Question:** What is the number of recycle cans/bins?

**Answer:** 110

**61. Question:** Are we responsible for dusting books in the law library and other places in the overall facility?

**Answer:** Yes, cleaning instructions included in the solicitation.

**62. Question:** Are we responsible for cleaning and maintaining the outside table and chairs (located in the middle courtyard, where the large granite blocks are from CCI)?

**Answer:** No, Landscaping cleans this space.

**63. Question:** Are we required to have any vehicles on site?



**Answer:** No, we do not require any heavy vehicles on site. Contractor must supply all necessary equipment needed to clean the facility on both interior and exterior surfaces, to include glass, pressure washing, and any lifts or equipment required.

**64. Question:** Will there be any consideration for bringing the building up to level one specs prior to cleaning, as an extra work charge?

**Answer:** Refer to the Answer to Question #9.

**65. Question:** How many entrances are there to this facility?

**Answer:** 9

**66. Question:** How many elevators are there?

**Answer:** 5

**67. Question:** How many stairwells are there?

**Answer:** 5

**68. Question:** What are the sizes of the trashcan liners currently used throughout the facility?

**Answer:** Large liner 38 x 58, small liner 23 x23.

**69. Question:** What type of hand towels are currently being used?

**Answer:** Multifold, Manufacturer, Smart Item #P10036

**70. Question:** What type of tissue is currently being used?

**Answer:** Tork, Junior Jumbo Roll, Item # P100032

**71. Question:** What type of soap is currently being used?

**Answer:** GOJO 1200 ml. foam, antibacterial

**72. Question:** Regarding holidays, will our staff be required to work on an altered schedule during these days?

**Answer:** It will be left up to the contractor to determine staff work schedules when the University is closed. However, the building must be maintained at a Level 1. NOTE: The University is not closed on every holiday. The contractor must provide services on holidays that the University is operational. The 2017 Holiday Schedule is listed in the solicitation on page 19 at the end of Section III. "Scope of Services/Specifications".