

ADDENDUM THREE

(please sign and return with the submittal)

QUESTIONS AND ANSWERS:

Note: Spelling, grammar, and punctuation of the questions are shown exactly as submitted by the potential respondents.

No.	Question	Answer
1.	Does the City have events on the City Hall assembly rooms after business hours.	Yes, on rare occasions there will be events after business hours. If custodial services are needed the event coordinator will work ahead of time to secure the services. The Event coordinator will be charged time-and-a-half for these after-hours services.
2.	How many tenants occupy the buildings (City Hall & Calvin C. Goode).	A few hundred work from these buildings.
3.	Is there a storage area to store custodial flooring machines, equipment, and supplies.	Yes, there is a custodial area designated on the basement level of City Hall for custodial services to use as storage. The room is approximately 30' x 30'.
4.	Do custodial services clean inside the cafeteria food serving area?	Custodial services only upon the request (approximately every 2-3 weeks) of the cafeteria operator will be responsible to top scrub the tile floor on the sales area, nothing behind the prep counter or grill area.
5.	Does custodial clean all the microwaves in the building (City Hall).	Yes, custodial services are responsible for cleaning microwaves located in the building's breakrooms/kitchens once a day.

6.	Is there a custodial closet in each floor for custodial to access water and a mop sink.	Yes, Phoenix City Hall has a custodial closet on each floor for custodial services to access a mop sink with water and hold a few supplies.
7.	How many setups and tear downs are expected in the assembly rooms for custodial staff to assist with each week, how long does each set up take to complete?	There are approximately between 5 to 7 set ups per week, but this can vary. The time it takes to set the room with tables and chairs varies on the size of the setup and number of staff available to help set the area or room. Tables and chairs are stored in a storage area within the Assembly Rooms.
8.	Do the day porters assist with the setups or does an outside vendor help with this task?	The custodial supervisor, with the assistance of custodial staff helps set the rooms up when needed and take down the room furniture as well.
9.	How many sets of restrooms are in each floor at City Hall?	There are two sets of restrooms, one men's and women's restroom on each floor, apart from the 11 and 12 floor which has an additional/individual set of restrooms.
10.	Does this solicitation tie to Police Department buildings as well?	No, Public Works does not oversee any Police Department buildings outside of the downtown area. The Police Headquarters Building (former Wells Fargo Bank Tower) is anticipated being open in mid-2025.
11.	How long has the current vendor been servicing the downtown facilities.	The current vendor has been servicing the downtown facility's campus since January 1, 2022.
12.	Do all the restrooms have the same standardize dispensers in all the building restrooms.	Yes, the majority of all the restrooms have the same hand paper towel and hand soap dispensers inside the restrooms and kitchenette.

13.	Is the required 10% performance bond based on the annual value? Or is it based on the 3-year contract value?	It is based on the one-year contract value.
14.	Is the FTE count listed in the RFP the recommended staffing levels, or the mandatory staffing levels?	This is a formula that has worked for the past couple of years to ensure proper coverage and cleaning. A strong recommendation.
15.	Is there a washer and drying machine on site that can be used for mop heads and towels by the contractor?	There are no machines and no hook ups available for a vendor to bring in their own units.
16.	Does the City provide parking passes to the contractor? If not, can you share the monthly parking fee per person?	Vendor pays for all their own staff to park. The City of Phoenix offers the same pricing (given to city staff) to the vendor.
17.	We understand based on section 2.6 – Exceptions that it is the request of the City that if we have any exceptions to the terms and conditions to send them as an inquiry to the procurement officer rather than including exceptions in our offer. Is the City willing to have a discussion regarding the below changes to the terms and conditions for RFP 25-FMD-007?	There will be no change to Conditions and Clauses For Termination. There will be no change to the Defense and Indemnification.
18.	On attachment C, under monthly tasks for Carpets – High Traffic Areas it states that this is required on a monthly basis. During the recent walk it was mentioned that it is in fact required quarterly. Can you please confirm which it is so we can price accordingly?	See changes to Attachment C with new Quarterly Tasks. See changes below to section 3.2 General Information – Section H.
19.	Can you please clarify if digital submittal is an option and how, or if you only accept physical submissions.	Electronic submittals can be sent via email to pwd.solicitations@phoenix.gov and this is the preferred submission method.
20.	Is a DOJ background check required for all the buildings or only PD buildings?	CJIS for all downtown buildings including 100 West. Maximum for all other locations.

21.	Please confirm every building in this RFP requires custodial services onsite from 6:00am to 6:00pm Monday through Friday (unless other staffing levels are indicated in Attachment B).	Yes, we confirm that every building in this RFP requires services 6am-6pm or otherwise indicated in Attachment B
22.	Are the custodians working on this contract members of a union? If so, which union?	There is no union members on any of the sites proposed in this bid proposal.
23.	The RFP states that a day shift area supervisor is required to be on-site and available between 6:00 a.m. and 6:00 p.m.	A supervisor can move between different locations pertaining to Group 1, a lead is required to be onsite at each main location (Calvin C. Goode, Phoenix Municipal Court and Phoenix City Hall) from 6:00a.m. to 6:00p.m. For Group 2, a supervisor will need to be able to go from location to location to ensure everything is going well (6:00am-6:00pm).
24.	Are the staffing levels for these locations left to the contractor's discretion? This applies to the 305 Building, Historic City Hall, Phoenix City Council Chambers, 438 Building, 310 Training Center, and Information Technology Data Service.	Minimum staffing levels: 305 Building 1-Custodian from 6:00a.m. to 2:30p.m. Phoenix Council Chambers- 1- Custodian on a as needed basis 2 to 3 times a week. (This custodian is supported by the Calvin C. Goode team). Historical City Hall 1- Custodian from 9:30a.m. to 1:30p.m., & Calvin C. Goode 2:00p.m. to 6:00p.m. (HCH custodial is supported by the Calvin C. Goode team) 438 Building, 310 Training Center, Ch11 and ITD 1- Custodian from 6:00a.m. to 2:30p.m
25.	Will Group 1 and Group 2 be awarded separately or as a combined contract?	Either are a possibility. That will be up to the Evaluation Panel and the proposals the City receives.

CHANGES

1. Scope of Work

3.2 General Information – Section H. The term monthly is updated to quarterly in reference to separately from and in addition to the daily required cleaning schedules and shall be included in the monthly contracted price for regular service.

2. New Section 3.2 H:

Each facility shall be staffed to maintain optimum conditions of cleanliness. If the level of cleaning at any time is unacceptable to the City of Phoenix, the Contractor will be required to increase staff or take necessary measures to provide acceptable cleanliness at no additional cost to the City. Special floor/carpet work, including spray buffing, machine scrubbing, high traffic carpet cleaning, and all upholstered furniture and cubicle partition cleaning, shall be performed separately from and in addition to the daily required cleaning schedules, and shall be included in the **QUARTERLY** contracted price for regular service. This must be scheduled by the Department Contact Monitor prior to any services. The Contractor must have sufficient manpower to prepare and complete the tasks at these sites. It may be necessary for the Contractor to move and replace furniture including tables, chairs, etc., as needed to complete the tasks. Care should be taken not to damage walls or disconnect appliances or equipment when moving furniture. If damage does occur, Contractor shall repair damage and make whole at no charge to the City. For security/safety reasons, no furniture or other items may be stored outside the building. All furniture will be returned to its original position unless otherwise instructed by the Department Contact.

3. See changes to Attachment C with new Quarterly Tasks.

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by signing below and returning the entire addendum with the bid or proposal submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____