



**Community Centers Custodial Services
Request for Proposals**

SOLICITATION ADDENDUM #4

Solicitation Number: PKS-RFP24-CC03 Addendum #4

Solicitation Due Date: October 23, 2024 @ 12:00 p.m. Local Time

**CITY OF PHOENIX
Parks and Recreation
Department
Phone: (602) 262-6862
Procurement Officer:
Isis Sanchez**

AMENDMENT

- 1) The resulting contract term will be for a 3-year period with an option to extend for two 1-year options commencing on or about **January 1, 2025**. Any reference referring to the term beginning on or about **January 1, 2024**, is hereby stricken and replaced **with January 1, 2025**.
- 2) Any reference to **Deputy Finance Director** is hereby stricken and replaced with **Department Director**.
- 3) The original **ATTACHMENT B – LOCATIONS LIST** has been deleted in its entirety and hereby replaced with **ATTACHMENT B – LOCATIONS LIST 2024 – RVSD10.18**.
- 4) The original **ATTACHMENT D – PRICING_PROPOSAL_PKS-RFP24-CC03** has been deleted in its entirety and hereby replaced with **ATTACHMENT D – PRICING_PROPOSAL_PKS-RFP24-CC03 RVSD10.18**.

**Due to duplicate questions submitted by potential proposers, some questions were combined for clarity and to streamline the responses.*

QUESTIONS:

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QUESTION #1	What is the incumbent service provider's company name?
ANSWER #1	The City currently has 2 service providers for community center custodial services: <ul style="list-style-type: none"> • Bio Janitorial Service • Commercial Custodial Services
QUESTION #2	Please provide the current cost or a 'how-to obtain' the existing incumbent pricing with a breakdown of cost per location.
ANSWER #2	The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information can be requested on the Public Records webpage.
QUESTION #3	Do you have a not-to-exceed budget that you can share?
ANSWER #3	The budgetary constraints for the contract are not available at this time.



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QUESTION #4	Do you provide consumables such as toilet paper, hand soap, etc.? If not, can we exclude consumables from cost pricing and offer them on a cost-plus-handling fee basis?
ANSWER #4	The City currently provides toilet paper and hand soap. Please refer to section C.9 in Section III- Scope of Work regarding items that the Contractor is responsible for furnishing.
QUESTION #5	While going through Attachment C – Cleaning Specifications and Tasks, we noticed that graffiti removal is mentioned under various tasks, including in the elevator service, both daily and monthly. However, the document does not specifically state whether this service is required for all areas of the facility, including exterior surfaces, or if it is limited to interior locations only. My client seeks clarification on whether graffiti removal applies to both the interior and exterior of the buildings, or if it is restricted to particular areas.
ANSWER #5	Graffiti removal will be required for interior surfaces only at this time.
QUESTION #6	Can you confirm that there is no requirement for customer service coordinators within the scope?
ANSWER #6	Per SECTION IV- PROPOSAL INSTRUCTIONS on page 20, Section 1- Method of Approach, the RFP requires a customer service coordinator contact to be identified.
QUESTION #7	Do you have average monthly usage by location for the consumables the contractor is to provide?
ANSWER #7	Unfortunately, the average monthly usage information is not available at this time.
QUESTION #8	Is there currently a prevailing wage for the City of Phoenix that the Contractor has to abide by?
ANSWER #8	Contractors must abide by the State of Arizona’s labor laws and statutes.
QUESTION #9	Although it states optional, are you looking for the hourly rate we pay our cleaners or the loaded hourly rate as it rolls into the monthly pricing?



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ANSWER #9	Please refer to SECTION IV- PROPOSAL INSTRUCTIONS on page 22, Section 5 – Price as well as Attachment D for instructions.
QUESTION #10	Can you confirm if the square footages for Community Centers and Senior Centers are combined within Attachment B?
ANSWER #10	This information will be updated in a future addendum.
QUESTION #11	Is a person required to be present throughout the entire duration of the listed cleaning hours?
ANSWER #11	Contractors are not required to be present throughout the entire duration of the listed cleaning hours however, cleaning must be performed in accordance with the specifications listed in Attachments B and C. Exceptions may apply to certain sites which will be discussed during contract negotiations.
QUESTION #12	Do you have any past history or usage totals of consumables by location for previous year or contract?
ANSWER #12	Unfortunately, the average monthly usage information is not available at this time.
QUESTION #13	After the initial pre-bid walk has taken place, can we revisit the sites independently?
ANSWER #13	Yes, you may visit the sites independently provided you do not discuss elements of the RFP with any staff and only access areas accessible to the public.
QUESTION #14	What is the reasoning for this RFP going out to bid? Has the term of this contract ended which requires a re-bid?
ANSWER #14	The existing contract will be expiring which is the reason for this solicitation.



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QUESTION #15	Is a performance bond required for this contract? If so, how much?
ANSWER #15	Yes, please refer to Addendum # 3 for further details.
QUESTION #16	Please clarify if the start date for services is 01/01/2024 or 01/01/2025?
ANSWER #16	The RFP start date is January 1, 2025; this correction is addressed as an Amendment in this addendum.
QUESTION #17	How long has the incumbent contractor been providing their services?
ANSWER #17	The current contracts were issued for a 5-year term.
QUESTION #18	Can you provide the last three months of invoices for the current vendor?
ANSWER #18	The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information can be requested on the Public Records webpage.
QUESTION #19	Can you provide us with the bid tab sheet form the last bid opening?
ANSWER #19	The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information can be requested through them.
QUESTION # 20	Can you provide the contract price if it has been increased for the past years?



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ANSWER #20	The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information can be requested on the Public Records webpage.
QUESTION #21	Can you confirm if custodians under the current contract are union members?
ANSWER #21	The City of Phoenix cannot confirm this information, the City is not responsible for union activity on behalf of the Contractors.
QUESTION #22	Are Day Porter services a requirement of this contract?
ANSWER #22	Day Porter services are not a requirement however certain sites and/or events may require more frequent cleaning than the specifications listed in Attachments B and C.
QUESTION #23	Is the contractor responsible for the initial cost of employee badges/keys?
ANSWER #23	Yes, initial costs for employee identification and access are the contractor's responsibility.
QUESTION #24	Is the page limit for Section 2 a total of one page for all requirements or just for the Executive Summary?
ANSWER #24	The page limit specified is for the Executive Summary only, while other sections may have separate requirements. The entire proposal shall not exceed 25 pages.
QUESTION #25	If awarded, will the contract be single or multiple contracts?
ANSWER #25	This is dependent on the review and determination of the proposals. Please refer to SECTION V - PROPOSAL EVALUATION.



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QUESTION #26	Liquidated Damages: Is this provision included in the current contract? If so, how much has been paid out over the past calendar year?
ANSWER #26	Please refer to Section H of SECTION III Scope of Work.
QUESTION #27	Are cleaning tasks expected to be performed before opening and post-closing?
ANSWER #27	Please refer to Attachments B and C for information concerning cleaning tasks.
QUESTION #28	Hourly Rate on the Pricing Sheet: It's listed as optional—do you require this information?
ANSWER #28	Although it is optional, it is highly recommended.
QUESTION #29	Can the City provide the number of (or square footage of) carpeted mats per building? If this number is not available, could you please provide an estimate for the number of (or square footage of) carpeted mats per building?
ANSWER #29	This information is not available at this time.
QUESTION #30	Most facilities operate 6-7 days per week, yet only require 5 days of service per week. How does the City address weekend cleaning needs at facilities that operate on weekends?
ANSWER #30	Weekend cleaning needs may be requested on as-needed basis per operational needs. This can be discussed during contract negotiations.
QUESTION #31	Can documents be submitted in formats other than PDF for the RFP?



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ANSWER #31	Only PDF documents are acceptable for proposal with the exception of Attachment D, which is in Excel format.
QUESTION #32	What are expectations regarding window cleaning for the locations?
ANSWER #32	Please refer to Attachments B and C for cleaning specifications per site.
QUESTION #33	Is the City open to a changeout of paper towel, bath tissue, and hand soap dispensers to alternative products of like quality?
ANSWER #33	The Parks and Recreation Department is restricted to products from vendors on city-wide contracts.
QUESTION #34	Is the scope/size of this bid identical with the current contract?
ANSWER #34	Yes, however revisions have been made to reflect requirements for the new contract.
QUESTION #35	Prior to commencement of subsequent renewal terms, will your agent consider a request for price adjustments in accordance with the current National Consumer Price index or the increased minimum wage of State?
ANSWER #35	Regarding minimum wages, contractors must abide by the State of Arizona's labor laws and statutes. All labor rate prices submitted will be firm and fixed for the initial three years of the contract period. Thereafter, price adjustments are submitted in writing. Requests will be accompanied with written documentation such as published indexes confirming the labor rate increase.
QUESTION #36	Can you provide the size, model numbers, and serial numbers of the mule units?



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ANSWER #36	Parks and Recreation Department does not provide any mule units.
QUESTION #37	What is the population for each building for consumables?
ANSWER #37	This information is not available at this time.
QUESTION #38	Will lockers be provided by Parks to vendor employees?
ANSWER #38	Certain sites have storage space available for vendor employees to use.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____