**Washington Health Benefit Exchange**

**RFQQ HBE 18-001 Addendum No. One (1)**

February 9, 2018

**TO**: Potential Bidders for RFQQ HBE 18-001 and Other Interested Parties

**FROM**: Erin Hamilton, RFQQ Coordinator

**SUBJECT**: Addendum No. One (1) to RFQQ HBE 18-001 for “*Janitorial Services*”

**PURPOSE:** The purposes of this Addendum are:

1. To amend specific sections of the RFQQ, including Exhibits; and
2. To provide responses to questions submitted by potential bidders by the February 9, 2018 deadline.

**ATTACHMENTS:**

Exhibit A – Vendor Questions and WAHBE Responses

Exhibit B – Product Data

Exhibit C – Revised Proposed Product List

Exhibit D – Revised Cost Proposal

RFQQ HBE 18-001 is hereby amended as set forth below. Any material not specifically referenced below remains in full force and effect.

1. Section 2.2.A is amended to read as follows:
2. Contractor shall provide all materials, chemicals, supplies and related equipment necessary to perform the required tasks.
3. The service requirements for Stairs and Miscellaneous, as outlined in Section 2.9 – Minimum Service Schedule, are amended to read as follows:

|  |  |
| --- | --- |
| **Stairs** | **Frequency** |
| Spot Dust Mop | 2x per week |
| Detail Wet Mop | 1x per week |
| Detail Stain Removal | As Needed |
| Scrub and Seal | Every 6 Months |

|  |  |
| --- | --- |
| **Miscellaneous** | **Frequency** |
| Clean Drinking Fountains (2 on the 2nd floor and 2 on the 4th floor) | 5x per week Mon. through Fri. |
| Clean Lunchroom Tables, Counters, and Chairs | 5x per week Mon. through Fri. |
| Clean Conference Room Tables (cleaned of any dirt, stains, debris, fingerprints/smudges) | 1x per week |
| Clean Outer Surface of Vending Machines | 5x per week Mon. through Fri. |
| Spot Clean Doors, Sidelights, and Light Switches | 5x per week Mon. through Fri. |
| Pick up debris outside the covered front entrance (from door to sidewalk for the entire length of the building) | 5x per week Mon. through Fri. |
| Clean elevator walls, buttons, handrail, door, and door track | 1x per week |
| Wash and disinfect all bathroom walls and toilet partition walls | 6x per year – every 2 months |
| Clean interior side of exterior facing windows | Spot cleaning as needed; full cleaning 2x per year |
| Dust all high ledges (5 feet and higher), dust light fixtures and ceiling vents | 1x per month |
| Dust all horizontal and venetian blinds | 6x per year – every 2 months |
| Vacuum cloth covered chairs in lobbies | 2x per month |
| Detail stain removal of cloth covered chairs in lobbies | As needed or upon request |
| Clean and disinfect conference room chairs | 1x per year |
| Dust wardrobe tops | 2x per month |
| Sweep and remove algae and moss build up from one hard deck balcony on the 5th floor | 1x per year (late Spring or early Summer) |
| Sweep 1st floor access corridor | 1x per month |

1. Section 4.2.7 is amended to read as follows:

**Proposed Cleaners and Chemicals (Mandatory, Pass/Fail)**

Using the template provided in Exhibit C, Vendor shall provide a list of all proposed cleaning supplies and chemicals to be used in delivering cleaning services to WAHBE. Vendor shall specify the name of the product, manufacturer, and the use/purpose.

1. Section 4.2.8 is amended to read as follows:

**Cost Proposal (Mandatory; Scored)**

Using the template provided in Exhibit D, Vendor shall provide:

1. A single, annual price to perform all services, in the frequencies required, per Section 2.9 “Minimum Service Schedule”; and
2. The per-case cost for each consumable product proposed, at Vendor’s actual cost (pass-through); and
3. A fixed price mark-up applicable to each case of consumable product provided; and
4. An hourly rate for any janitorial services that may be requested outside the schedule.

The Vendor’s proposed annual price for services shall be divided into twelve equal installments to determine the monthly price payable. This monthly price shall remain in effect through the initial term of the Contract.

Consumable products (i.e., toilet paper, hand soap, paper towels, etc.) shall be invoiced by Vendor on a pass-through basis (at Vendor’s actual cost, as evidenced by supplier invoice), plus Vendor mark-up. The mark-up shall be applied, as a fixed fee, to each case of product ordered on behalf of WAHBE.

1. Section 5.2.2 is amended to read as follows:

**Proposal Scoring**

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| --- | --- |
| MANDATORY SUBMITTALS | MAXIMUM POSSIBLE POINTS |
| Letter of Transmittal (Section 4.2.1) | Not Scored |
| Certifications and Assurances (Section 4.2.2) | Not Scored |
| References (Section 4.2.3) | Not Scored |
| Vendor Qualifications/Experience (Section 4.2.4) | 35 |
| Project Approach (Section 4.2.5) | 15 |
| Proposed Cleaning Schedule (Section 4.2.6) | Pass/Fail |
| Proposed Cleaners and Chemicals (Section 4.2.7) | Pass/Fail |
| Annual Cost for Services Proposal (Section 4.2.8.A.) | 40 |
| Consumable Products Cost Proposal (Sections 4.2.8.B. and 4.2.8.C.) | 10 |
| Additional Services Hourly Rate Proposal (Section 4.2.8.D) | Not Scored |
| **Final Score** | **100 points** |

1. Exhibit B – Sample Contract, Section 7 of the General Terms and Conditions (Exhibit A) is amended to read as follows:

**7. BACKGROUND CHECKS**

Due to the confidential nature of the information and materials accessible to Contractor, Contractor shall conduct State and Federal criminal background checks for all Staff to be used to provide services under this Contract. The following searches are required:

• Social Security Number Trace (Name and Address History)

• Social Security Number Validation

• Multi-State (National) Criminal History Search

• National Sex Offender Search

• County Criminal Record Search

• Federal District Court Criminal Search

• Watch list search – OFAC, OIG, SAM, and America’s most wanted fugitive list

1. Exhibit C – Proposed Product List, is hereby removed in its entirely and replaced with the attached Exhibit C – Revised Proposed Product List. Vendor must submit this revised Exhibit C with their proposal.
2. Exhibit D – Cost Proposal, is hereby removed in its entirely and replaced with the attached Exhibit D – Revised Cost Proposal. Vendor must submit this revised Exhibit D with their proposal.
3. WAHBE responses to bidder questions submitted by the February 2, 2018 deadline are provided as Exhibit A to this Addendum.

Please contact the RFQQ Coordinator at [contracts@WAHBExchange.org](mailto:contracts@WAHBExchange.org) if there are any questions concerning this Addendum.

Respectfully,



Erin Hamilton, CPPB

RFQQ Coordinator

[contracts@wahbexchange.org](mailto:contracts@wahbexchange.org)

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| **Question  #** | **Document Name** | **Section # & Title** | **Page or Paragraph#** | **Question** | **WAHBE RESPONSE** |
| 1 | N/A  (general question) |  |  | Is the exterior window cleaning part of the scope? | No. |
| 2 | N/A  (general question) |  |  | What is the estimated square footage of the windows? | Sidelights (interior/office windows) – 1,428 square feet; includes both sides.  Interior side of exterior-facing windows – 6,403 square feet. |
| 3 | N/A  (general question) |  |  | Is the Vendor’s providing the consumables new to the scope for WAHBE? | No. |
| 4 | N/A  (general question) |  |  | What is the estimated usage figures for the past years for consumable products (by product)? | See Exhibit B – Product Data. |
| 5 | N/A  (general question) |  |  | Can we move personal items and equipment to clean or must we go around them? | Personal items on desks and shelves may not be moved. Personal items left on flooring or on window sills may be moved on a case-by-case basis, as approved in advance by the Associate Director of Finance, or designee. |
| 6 | HBE 18-001 | Exhibit B – Sample Contract; 7. Background Checks | Paragraph 2 | How soon do the background checks need to be submitted? | Per Exhibit B – Sample Contract, Section 7: Contractor shall provide background results to both the WAHBE Contract Manager identified in Section 8 of the Contract and the WAHBE Contracts Office at [contracts@wahbexchange.org](mailto:contracts@wahbexchange.org) for review and approval of proposed Staff at least (5) business days prior to Contract execution and at least five (5) business days prior to the anticipated start of any new or replacement Staff. Contractor Staff shall not access the WAHBE property prior to receiving approval from the WAHBE Contract Manager. |
| **Question  #** | **Document Name** | **Section # & Title** | **Page or Paragraph#** | **Question** | **WAHBE RESPONSE** |
| 7 | N/A  (general question) |  |  | Where can Vendor’s get a Federal background check done?  What kind does WAHBE want?  Fingerprint or name search?  Is E-Verify adequate for a background check? | Washington State Patrol conducts Federal Background checks, as do many private companies. WAHBE does not specify the method Vendors must take to acquire these checks; however, they must meet all the requirements stated above in Section 6 of this Addendum.  A fingerprint search is not required. However, a name and Social Security Number search is. See Item 6 of this addendum for the specific requirements.  E-Verify is a United States Department of Homeland Security (DHS) website that allows businesses to determine the eligibility of their employees to work in the United States. The system does not run checks that address all the required background check elements, and therefore is not adequate by itself. |
| 8 | N/A  (general question) |  |  | Is WAHBE able to do the background check? | No. |
| 9 | HBE 18-001 | 5.4 Optional Vendor Debriefing | Paragraph 2 | What is a debrief meeting? | It is an opportunity for unsuccessful Vendors to discuss the factors considered in the evaluation of its response and ask questions. |
| 10 | N/A  (general question) |  |  | Is the Vendor’s staff required to be at WAHBE to begin janitorial services at 6:00 p.m.? | No. The window in which work must be completed is 6:00 p.m. to 5:00 a.m. on weekdays, but that does not mean you must be here right at 6:00 p.m. |
| 11 | N/A  (general question) |  |  | What does WAHBE think about janitorial services being done on holidays and/or weekends when employees are not at WAHBE? | Weekend/holiday work is possible. This would need to be approved through the Associate Director of Finance, or designee. Specific weekday scheduled work would normally not be allowed to be completed on weekends. |
| **Question  #** | **Document Name** | **Section # & Title** | **Page or Paragraph#** | **Question** | **WAHBE RESPONSE** |
| 12 | HBE 18-001 | 2.7 Compliance with Policies | A. | Is it a requirement for the Vendor’s staff to sign in every night that services are being performed? | Yes. Contractor and all employees are required to sign in and out of the log located at WAHBE reception upon entering and leaving the facility. |
| 13 | N/A  (general question) |  |  | Will the Vendor’s staff have to remove stickers from the inside of the windows to be able to do the cleaning? | No. |
| 14 | N/A  (general question) |  |  | Can Vendor’s get a list of the exact paper supplies currently used? | Yes. See Exhibit B – Product Data. |
| 15 | N/A  (general question) |  |  | Is WAHBE satisfied with the paper supplies that they are receiving currently? | Yes. However, WAHBE is always open to alternative products (approval through the Associate Director of Finance, or designee is required). |
| 16 | N/A  (general question) |  |  | What kind of product holding units does WAHBE use? (paper towel, toilet paper, soap, sanitary receptacles, etc.) | See Exhibit B – Product Data. |
| 17 | N/A  (general question) |  |  | Does WAHBE want the chemicals that the Vendor uses to be green? Why? | After further discussion and consideration, WAHBE has determined “green” products are no longer required. Item 1 of this Addendum removes the requirement for “green” products. |
| 18 | EXHIBIT B – Sample Contract | 7. Invoice and Billing Procedures | D. Payment | How quickly can WAHBE guarantee payment after invoiced for rendered services? | Per Exhibit B – Sample Contract, Section 7.D., payment shall be considered timely if made by WAHBE within thirty (30) calendar days after receipt of properly completed invoices. |
| 19 | N/A  (general question) |  |  | What emergency protocols does WAHBE have for overnight issues when Vendor’s staff is on-site? | WAHBE will provide instructions on emergency contacts to the ASV. |

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| **Question  #** | **Document Name** | **Section # & Title** | **Page or Paragraph#** | **Question** | **WAHBE RESPONSE** |
| 20 | N/A  (general question) |  |  | What type of vacuum cleaner does WAHBE want used? | In general, WAHBE does not intend to specify the type of vacuum to be used, provided the Performance Standards identified in RFQQ Section 2.10 are met. A brush attachment is recommended to help pull up tougher debris. WAHBE reserves the right to require an alternate vacuum if the performance standards are not consistently met. |
| 21 | N/A  (general question) |  |  | Does WAHBE have people come into the lobby overnight? | The general public cannot access the lobby after 5:00 p.m. but WAHBE staff may enter and exit the lobby at any time. |
| 22 | N/A  (general question) |  |  | Where are the large dumpsters located? Vendor wants to ensure safety of staff. | Dumpsters are located in the secured basement-level parking garage. The general public cannot access this area after hours, but WAHBE staff may enter and exit at any time. |
| 23 | N/A  (general question) |  |  | What are the requirements for cleaning the various different types of upholstered chairs? | The requirements have been added to RFQQ Section 2.9 “Minimum Service Schedule”, as reflected in Item 1 of this Addendum. |
| 24 | N/A  (general question) |  |  | How many storage areas does the Vendor have on-site and where are they located? | The primary janitorial closet (with mop sink) is approximately 70 square feet and is located on the 4th floor. An additional closet, with approximately 50 square feet of space, storage shelving, and a mop sink is available on the 3rd floor. |
| 25 | N/A  (general question) |  |  | What kind of cleaning needs to be done to the stairs? Sealed? | The requirements for this have been added to RFQQ Section 2.9 “Minimum Service Schedule”, as reflected in Item 1 of this Addendum. |

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| **Question  #** | **Document Name** | **Section # & Title** | **Page or Paragraph#** | **Question** | **WAHBE RESPONSE** |
| 26 | HBE 18-001 | * 1. Project Information | Paragraph 1 | How many people work at WAHBE? | Per RFQQ Section 1.3, WAHBE has approximately one hundred twenty-five (125) employees and fifteen (15) Contractors on-site. |
| 27 | N/A  (general question) |  |  | Does WAHBE want a flat rate for every month? (One price for all the services and supplies) | The final invoice and billing structure shall be negotiated with the ASV. In general, WAHBE desires to pay the Contractor a flat monthly fee for the services specified in RFQQ Section 1.9 and to pay the Contractor for consumable products, including Contractor mark-up, as they are used or purchased on our behalf. |
| 28 | N/A  (general question) |  |  | Is there someone at WAHBE available to receive a truck?  Are there any additional storage areas for all the supplies? | WAHBE has the ability to receive a truck. However, preapproval from the Associate Director of Finance, or designee is required. Shipments received without prior approval will be rejected at the Vendor’s expense. WAHBE has limited space and will allow, in general, no more than a two-week supply of products be kept on-site at any given time. Exceptions to this must be approved in advance by the Associate Director of Finance, or designee.  See question #24 regarding the available storage areas. |
| 29 | N/A  (general question) |  |  | How many balconies are to be cleaned and what floors are they located on? | There is one balcony to be cleaned on the 5th floor. RFQQ Section 2.9 “Minimum Service Schedule”, as reflected in Item 1 of this Addendum, has been amended to reflect this. |

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| **Question  #** | **Document Name** | **Section # & Title** | **Page or Paragraph#** | **Question** | **WAHBE RESPONSE** |
| 30 | N/A  (general question) |  |  | Please provide the manufacturer information for the carpets. | Bolyu Digit Tile  Colorway: Mon Sooner or Later (DGT57)  Yarn Content: Avalar RE Nylon  Yarn Weight: 24 oz/yd2 |
| 31 | HBE 18-001 | 4.2.3 References (Mandatory; Pass/Fail) | Paragraph 1 | How does the Vendor submit references? | Per RFQQ Section 4.2.3, Vendor shall provide three (3) business references. List names, addresses, telephone numbers, and emails of three (3) business references for which Vendor has provided professional janitorial services similar to those required by WAHBE. Describe the type of services provided, project duration, and primary contact person. |
| 32 | N/A  (general question) |  |  | Please provide the manufacturer information for the stairs flooring material. | Manufacturer: Nora  Stairtread Norament 920  Color: Dust Grey  Product Number: 0884 |
| 33 | N/A  (general question) |  |  | Are the current janitorial company’s employee’s members of a labor union? | WAHBE does not know if the current Janitorial Company’s employees are members of a labor union. However, WAHBE does not require the Janitorial Services Contractor to be part of a labor union. |
| 34 | N/A  (general question) |  |  | What is current contract price? | From 08/01/13 to 01/31/18 the Contract spend for Janitorial Services was $148,400.00. From 01/08/16 to 01/30/18 the spend for consumable products, including state sales tax, was $20,941.64. |

**Data for 01/23/2017 – 01/30/2018**

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| **Product Name** | **Manufacturer** | **Product Number** | **Amount per case** | **Quantity Purchased** | **Product Dispenser Information** |
| Lotion Hand Soap | Kutol Products | 5665 | 12/800 ml | 9 | Gojo 800 Series Bag-in-Box (SKU: 9033-12) |
| Deluxe Lotion Soap w/Moisturizer | Gojo Industries | 2117 | 8/1,000 ml | 2 | Gojo NXT Space Saver (SKU: 2135-06) |
| White Multifold Towels | Supplyways | W007MFNW | N/A | 97 | San Jamar Large Capacity Ultrafold Multifold/C-Fold Towel Dispenser (T1700\*); San Jamar Ultrafold Fusion Multifold/C-Fold Towel Dispenser (T1755TBK) |
| 2 Ply Toilet Tissue | Vintage | V25080 | 96 rolls | 25 | Generic 5” single-roll Dispenser: Length is 16”; End to end of roll holder is 11.5” |
| 24x32 Low D .8 Mill Black Liner | OmniSource | CLLD243208B-W | 500 | 29 | N/A |
| 40x46 Low D 1.5 Mill Black Liner | Vintage | VL404615B | 100 | 10 | N/A |
| Toilet Seat Covers | Rochester Midland | RA-5,000 | 5,000 | 7 | Generic Dispenser: 15.75”L x 11”W x 1.75”D; Opening is 13.5”L x 2.25”W |
| Deodorizing Urinal Screen | Fresh Products | 3WDS-F-010L060M-04 | N/A | 0 | N/A |
| Sanitary Receptacle Liner | Rochester Midland | 25025088 | 500 | 2 | RMC #77 Liners for Sanisac Wall Mounted Unit (Item # RDM-77) |
| Urinal Mat Black | Tolco Corp | 220206 | 6 | 9 | N/A |

**RFQQ HBE 18-001 – JANITORIAL SERVICES**

Vendor declares that they have carefully examined the statement of work, and specifications that is required to do the work. As required by, and in strict accordance with the RFQQ, Vendor proposes to provide all chemicals/cleaning supplies and consumable products to perform all work as follows:

**\*\* PLEASE TYPE OR PRINT CLEARLY BELOW \*\***

| **Item No.** | **Consumable Products** | **Product Name/Brand** | **Manufacturer** |
| --- | --- | --- | --- |
| 1 | 24x32 Low D .8 Mill Black Liner |  |  |
| 2 | 40x46 Low D 1.5 Mill Black Liner |  |  |
| 3 | 2 Ply Toilet Tissue |  |  |
| 4 | White Multifold Towels |  |  |
| 5 | Sanitary Receptacle Liners |  |  |
| 6 | Deodorizing Urinal Screens |  |  |
| 7 | Toilet Seat Covers |  |  |
| 8 | Lotion Hand Soap (800 mL) |  |  |
| 9 | Lotion Soap w/Moisturizer (1,000 mL) |  |  |
| 10 | Urinal Mat Black |  |  |

| **Chemicals/Cleaning Products** | **Product Name/Brand** | **Manufacturer** | **Use/Purpose** |
| --- | --- | --- | --- |
| Floor Cleaner |  |  |  |
| Wood Cleaner/Polish |  |  |  |
| Glass Cleaner |  |  |  |
| Multi-purpose cleaner/ disinfectant |  |  |  |
| Carpet Shampoo |  |  |  |
| Top Coat (for tiled areas) |  |  |  |
| Other (specify): |  |  |  |
| Other (specify): |  |  |  |
| Other (specify): |  |  |  |

* Add additional rows as needed

|  |  |  |
| --- | --- | --- |
| Authorized Vendor Representative Signature |  | Vendor Name |
| Printed Name |  | Date |

**RFQQ HBE 18-001 – JANITORIAL SERVICES**

Vendor declares that they have carefully examined the statement of work, and specifications that is required to do the work. Vendor proposes to provide all labor, equipment, and materials to perform all work as required by, and in strict accordance with the RFQQ for the proposed amounts as follows:

**\*\* PLEASE TYPE OR PRINT CLEARLY BELOW \*\***

**ANNUAL COST PROPOSAL (MANDATORY, SCORED)**

| **ITEM**  **NO.** | **ANNUAL COST**  **beginning May 1, 2018 and ending April 30, 2019** | **ANTICIPATED HOURS (ANNUAL)** | **TOTAL**  **AMOUNT** |
| --- | --- | --- | --- |
| 1. | Annual cost for services (including necessary equipment, materials, cleaners and chemicals) |  | $ |
| TOTAL AMOUNT **🡺** | | N/A | $ |

**CONSUMABLE PRODUCTS COST PROPOSAL (MANDATORY, SCORED)**

| **ITEM NO.** | **CONSUMABLE PRODUCTS** | **AMOUNT PER CASE** |
| --- | --- | --- |
| 1 | 24x32 Low D .8 Mill Black Liner | $ |
| 2 | 40x46 Low D 1.5 Mill Black Liner | $ |
| 3 | 2 Ply Toilet Tissue | $ |
| 4 | White Multifold Towels | $ |
| 5 | Sanitary Receptacle Liners | $ |
| 6 | Deodorizing Urinal Screens | $ |
| 7 | Toilet Seat Covers | $ |
| 8 | Lotion Hand Soap (800 mL) | $ |
| 9 | Lotion Soap w/Moisturizer (1,000 mL) | $ |
| 10 | Urinal Mat Black | $ |
|  | Consumable Products – Mark-Up | $ |
| TOTAL AMOUNT **🡺** | | $ |

**ADDITIONAL SERVICES HOURLY RATE PROPOSAL (MANDATORY)**

**NOTE: For Janitorial Services that may be requested outside the schedule.**

| **ITEM**  **NO.** | **DESCRIPTION** | **TOTAL**  **AMOUNT** |
| --- | --- | --- |
| 1. | Labor Rate – to include all expenses to do the work (travel, etc.) | $ |

     

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| --- | --- | --- |
| Authorized Vendor Representative Signature |  | Vendor Name |
| Printed Name |  | Date |