



CITY OF HOUSTON
FINANCE DEPARTMENT
Strategic Procurement Division

Sylvester Turner

Mayor

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July 22, 2020

Subject: Letter of Clarification No. 2
Cleaning and Janitorial Services for Various Departments

Reference: Request for Proposals (RFP) No.: S19-T29509

To All Prospective Proposers:

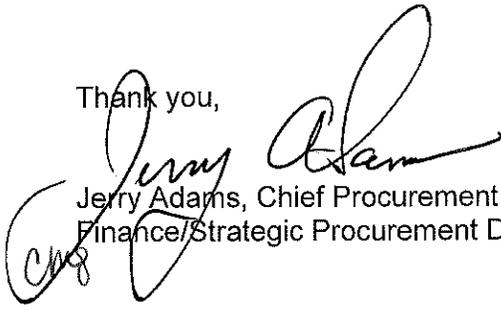
This Letter of Clarification is issued for the following reasons:

- To revise the above referenced solicitation as follows:
 1. In Part II, Subsection 33.0, **replace**: "page 18 of 121, with attached page 18 of 121 marked revised 7-22-2020".
 2. In Exhibit B, Subsection 11.0, **replace**: "page 32 of 121, with attached page 32 of 121 marked revised 7-22-2020".
 3. In Exhibit B, Subsection 23.0, **replace**: "page 37 of 121, with attached page 37 of 121 marked revised 7-22-2020".
 4. In Exhibit B, Subsection 27.0, **replace**: "page 37 of 121, with attached page 37 of 121 marked revised 7-22-2020".
 5. In Exhibit B, Subsection 2.0, **replace**: "pages 38 and 39 of 121, with attached pages 38 and 39 of 121 marked revised 7-22-2020".

When issued, Letter(s) of Clarification shall automatically become a part of the Bid documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the Proposer to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a response to this solicitation, Proposers shall be deemed to have received all Letter(s) of Clarification and to have received all Letter(s) of Clarification and to have incorporated them into this Proposal.

If you should have any questions, please contact Roy Korthals at (832) 393-8734 or via email at buyers roy.korthals@houstontx.gov

Thank you,

A handwritten signature in black ink, appearing to read "Jerry Adams". The signature is fluid and cursive, with a large initial "J" and "A".

Jerry Adams, Chief Procurement Officer
Finance/Strategic Procurement Division

Council Members: Amy Peck Jerry Davis Abbie Kamin Carolyn Evans-Shabazz Dave Martin Tiffany D. Thomas Greg Travis Karla Cisneros
Robert Gallegos Edward Pollard Martha Castex-Tatum Mike Knox David W. Robinson Michael Kubosh Letitia Plummer Sallie Alcorn
Controller: Chris B. Brown

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- 33.6 Samples: If required in writing by the City, the Contractor shall be required to submit samples of the items proposed within ten (10) days of such written request. The samples shall be used to determine if the proposed items meet the specifications stated herein. Failure to comply with this requirement shall be just cause for rejection of Contractors products from further consideration.
- 33.7 Dust Mats: The Contractor shall supply chemically treated dust mats (entrance mats).
- 33.8 All chemically treated dust mats (entrance mats) shall consist of nylon tufting with a natural rubber back. They shall be available in red, brown, black or navy. All mats are to be exchanged on the floor where they are used. Mats shall be exchanged for cleaning weekly. Mats shall be treated with both a dust control compound and a Fire Retardant (OSHA APPROVED).
- 33.9 Exterior mats shall be approximately 36" X 48", closed loop, highly resilient fiber to spring back into shape — machine washable, self-drying.
- 33.10 Equipment: All equipment, i.e., ladders, safety equipment, powered suspended baskets and scaffolds, shall be in good working condition and shall be subject to inspection upon request of the appropriate Department.
- 33.11 Refills and batteries for automatic dispensers shall be supplied by the Contractor with no additional charge to the City.**

34.0 INVOICING:

- 34.1 The Contractor shall submit each invoice in duplicate form for any services performed within thirty calendar days after the completion of services. The department shall certify the correctness of each invoice and arrange for payment. The invoice must be identified by the contract name and outline agreement number. All invoices shall be delivered or mailed to the department(s) whereby service was rendered. The itemization shall be in accordance with the Contract Fee Schedule, and shall include, but not be limited to the following:
- 34.1.1 Each invoice (in duplicate) shall be delivered or mailed to the individual Facility Manager or Designee of each Department as noted in each section of this RFP. The Contractor is responsible for ensuring that the invoice is delivered to the correct department.
- 34.1.2 Invoices submitted for services performed as a result of a Change Order shall require that copies of the applicable Change Order also be attached to the original and one (1) invoice copy.
- 34.1.3 Invoices submitted for services that are performed as the result of Other Work/Services shall require that copies of the Director's or Designees written request be attached to the original and one (1) on each invoice copy.
- 34.1.4 Other details or information as may be requested or specified by the Director and/or designee. Each invoice must contain, in addition to the information stated above, the City of Houston Outline Agreement Number, a complete description of the services provided, complete contract name, and the Contractor's contact person for invoices irregularities.

35.0 SERVICE REPORTS:

- 35.1 The cleaning and janitorial Contractor shall submit along with their monthly invoice a weekly labor log for each facility documenting the number of daytime cleaning and supplemental cleaning hours worked. Weekly labor log sheets shall be supplied by the Contractor. Each log shall be signed by the janitor who performed the work and the appropriate department

11.0 LOCATIONS AND CLEANING SCHEDULE:

- 11.1 The cleaning and janitorial services detailed in Exhibit "F", shall be performed at the rate indicated in the Fee Schedule unless otherwise directed by the CTR or designee.
- 11.2 The Contractor's cleaning hours shall be established by the City. Cleaning schedules for holidays shall be mutually agreed upon by the City and the Contractor.
- 11.3 **The City reserves the right to modify the cleaning schedule per specific needs or special circumstance of any location with a notice of five (5) business days.**

12.0 WORK SCHEDULES:

- 12.1 The Contractor shall provide Houston Public Works with an advanced six (6) month cleaning schedule, outlining all daily, monthly, quarterly, and semi-annual work scheduled for the respective facility. Cleaning schedules shall be clear and well defined. The Contractor shall submit the six-month schedule, for approval by the City, at the Pre-Work Conference, and annually, thereafter, for the term of the contract, unless otherwise directed by Houston Public Works facility's CTR or designee. A copy of the schedules shall be forwarded to the Service Contract Section, located at 2805 McKinney, Houston Texas 77003 and at 900 Bagby, Public Level – City Hall Annex, Houston Texas, 77002.

13.0 DAILY INSPECTIONS:

- 13.1 The Contractor shall develop a Daily Inspection Form for each facility. The Contractor shall submit the Daily Inspection Form, for approval by the City, at the Pre-Work Conference. The Daily Inspection Form shall be used by the CTR or designee to perform daily inspections. The CTR or designee and the Contractor shall sign the form after each inspection. The Contractor shall correct all deficiencies noted on the form the same day of receipt of report or the next day, as directed by the CTR or designee. Payment shall not be made until the Contractor corrects deficiency. Continuous failure to correct deficiencies on the same or next day may result in termination of contract. CTR or designee shall maintain copies of all Daily Inspection Forms and forward copies monthly to their respective Department's Service Contract Section. The Contractor shall maintain all originals.

14.0 DAILY REPORTING:

- 14.1 The Contractor shall develop a Daily Report Log. Contractor shall submit the Daily Report Log, for approval by the City, at the Pre-Work Conference. All Contractor's employees shall sign in and out daily on the Sign-In Sheet at the appropriate Guard Station, where required, and on the Daily Report Log. The CTR or designee shall maintain copies of all Daily Report Log and forward copies monthly to the Service Contract Section. Contractor shall maintain all originals. The Daily Report Log shall contain the following information.
 - 14.1.1 Discrepancies from the routine work scheduled and an explanation of the circumstances involved;
 - 14.1.2 Any property or equipment not in a serviceable or operating condition, e.g., paper product dispensers, toilets, urinals, leaky faucets, etc., listed by description and location;
 - 14.1.3 Damage, vandalism or broken windows, listed by description and location; and
 - 14.1.4 All minor problems and/or complaints may be handled directly between the

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show the name of the Contractor's employee(s), date, times of service, total number of labor hours completed a copy of written authorization.

23.2.2.7 Total invoice cost.

23.2.2.8 Freight or delivery charges shall be the responsibility of the Contractor.

23.3 Submittal of Invoices

23.3.1 For Houston Public Works, submit invoices to:

finaccountspayable@houstontx.gov or mail to:

City of Houston
Houston Public Works
Finance Business Office, Accounts Payable
P.O. Box 3685
Houston, TX 77251-3685

24.0 INCREASE OR DECREASE OF WORK – INCLUSIONS/EXCLUSIONS:

24.1 Throughout the Term of the Agreement, the Director and/or Designee may by written notice to the Contractor, increase and/or decrease the square footage identified in Exhibit "B-4", or increase and/or decrease the frequencies covered by the Agreement in Exhibit "B-4" of the Agreement. The Contractor's sole compensation for such adjustment shall be the unit cost per square foot. The Contractor shall always provide an adequate number of on-site personnel at no additional cost to HPW.

25.0 END OF CONTRACT REVIEW:

25.1 Approximately ten (10) days prior to the end of the contract, the Contractor and the CTR or designee shall schedule and perform a walk-through of each facility to review cleanliness. If the cleanliness level of a facility is below that of the cleanliness standards established by this contract, the City will hold the last monthly payment for that facility until the cleanliness standards are met. The decision of the CTR or designee will govern.

26.0 OTHER TERMS AND CONDITIONS:

26.1 The Contractor's failure to satisfactorily perform at any facility shall be grounds for finding the Contractor in default and endangerment of termination of the entire contract.

26.2 The Contractor assumes the risk of, and shall be responsible for any loss or destruction of, or damage to City property. Likewise, the Contractor shall be responsible for loss or destruction of, or damage to City property that results from willful misconduct or lack of good faith on the part of the Contractor's personnel. In assumption of such risk, Contractor shall ensure all contract employees are bonded.

27.0 ADDITIONAL SERVICES:

27.1 The City, by written notice to the Contractor, at any time during the term of this contract, may add or delete equipment, locations and/or services to be performed. Any such written notice shall take effect on the date stated in the notice from the City.

27.2 Prior to commencement of any additional service, the Contractor shall submit a written proposal for approval by the CTR. In the event the additional equipment, locations and/or service is not identified in the Fee Schedule, the charges therefore will be the Contractor's normal and customary charges or rates. The proposal, including a work schedule shall be submitted within five (5) business days after receipt of notification from the City.

27.3 Contractor shall provide justifications and/or cost breakdowns if requested by CTR or designee.

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marks, spots, dirt, etc., from all vinyl composition tile floors, vinyl sheet covering floors, ceramic tile floors, and brick paver floors. None of the seven (7) satellite locations area shall need the floors to be waxed or buffed.

1.3 General Cleaning – Two Times per Year

1.3.1 All V.C. tile, vinyl, and sheet covering, shall be completely stripped and re-waxed with two - three (2 -3) finish coats of wax. Ceramic floor tile, brick paver, and other hard surfaced floors shall be completely stripped and sealer finished with two - three (2 - 3) coats of finish. Machine-scrub all ceramic tile restroom and shower room floors using grout-hog as necessary to remove all dirt and build-up from grout joints. Restroom, shower room, and locker room floors shall receive two (2) coats of sealer and finish.

1.3.2 There shall not be any dust streaks on desks or other office equipment. If there is any paper on desks, paper shall not be disturbed

1.3.3 Carpet shall be shampooed more frequently, at some locations to maintain cleanliness.

2.0 CLEANING SCHEDULE FOR THE FLEET MANAGEMENT DEPARTMENT (FMD):

2.1 100 Japhet: Buildings A-B-C-I-J

Day cleaning services shall be performed Monday through Friday, and cleaning shall be conducted between the hours of 7:00 a.m. and 3:00 p.m., CST.

- 2.1.1 Administrative Offices – 1st and 2nd Floors.
- 2.1.2 Building I – Lube Shop Offices.
- 2.1.3 Building I – Tire Shop Offices.
- 2.1.4 Building I - Breakroom, Restrooms (2), and Superintendent Area.
- 2.1.5 Building B – State Inspection Office/Restroom.
- 2.1.6 Building C – Welding Shop Office / Restroom.
- 2.1.7 Building J - Parts Room.

2.2 802 Burress

Day cleaning services shall be performed only Monday and Thursday, and cleaning shall be conducted between the hours of 7:00 a.m. and 3:00 p.m., CST.

- 2.2.1 Break Room (One restroom).
- 2.2.2 Upstairs Office
- 2.2.3 Downstairs Office, Stairs, and Hallway.
- 2.2.4 Small Office in Garage.

2.3 1700 Crosstimbers

Day cleaning services shall be performed Monday through Friday, and cleaning shall be conducted between the hours of 7:00 a.m. and 3:00 pm CST.

- 2.3.1 Administrative Offices.
- 2.3.2 Break Room and two (2) Restrooms.
- 2.3.3 Conference Room.
- 2.3.4 Hallways

2.4 2700 2701 Dalton

Day cleaning shall services be performed Tuesday and Friday, and all cleaning shall be conducted between the hours of 7:00 a.m. and 3:00 p.m., CST.

2.4.1 Break room and two (2) Restrooms.

2.5 5440 5500 McCarty

Day cleaning services shall be performed Monday through Friday, and all cleaning shall be conducted between the hours of 7:00 a.m. and 3:00 p.m., CST.

12.5.1 Administrative Offices.

12.5.2 Break Room and two (2) Restrooms.

12.5.3 Conference Room.

12.5.4 Hallways.

2.6 7101 Renwick

Day cleaning shall be performed Monday and Thursday, and all cleaning shall be conducted between the hours of 7:00 a.m. and 3:00 p.m., CST.

2.6.1 Break Room, two (2) Restrooms, and an Automotive Service Writer Office.

2.6.2 Three (3) Restrooms Adjacent to the Service Writer Office.

2.7 5900 Teague

Day cleaning services shall be performed on Tuesday and Friday, and all cleaning shall be conducted between the hours of 7:00 a.m. and 3:00 p.m., CST.

2.7.1 Break Room and two (2) Restrooms.

2.7.2 Two (2) Administrative Offices

3.0 WORK VERIFICATION:

3.1 When scheduled for work, the Contractor's personnel shall check in at the offices of the Facility Managers. The Contractor shall present work orders or schedule. At that time, additional instructions, if any, shall be provided by the Facility Managers. When the work is completed, or upon cessation of work, the Contractor shall return to the Facility Manager and complete the City Service Log describing services and procedures utilized for the schedule work with appropriate follow-up actions if needed. The Facility Manager shall verify and approve the City Service Log (CSL) and the Contractor's work order. A copy of the signed log and work order, with approval signature and employee ID number, shall be submitted with the Contractor's invoice for payment. Invoices submitted without the appropriate City log and work order approval will not be processed for payment until proper documentation is received. The Contractor shall send separate invoices to the individual Facility Managers as requested by Department staff.

4.0 FMD INVOICING ADDRESS:

4.1 The Contractor shall invoice the City and the City shall make payment in accordance with Section 3.0, Work Verification, of this Agreement. The Contractor invoices for those costs specified in the Contract Fee Schedule must include itemization justifying the amounts as invoiced. Separate invoices for each facility must be provided. The itemization shall be in accordance with the Contract Fee Schedule and shall include, but is not be limited to the following:

4.1.1 Each invoice (in duplicate) shall be delivered, mailed or emailed to the individual facility managers of the General Services Department. The Contractor is responsible to verify GSD's correct mailing address.