



**CITY OF HOUSTON**  
FINANCE DEPARTMENT  
Strategic Procurement Division

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September 15, 2020

Subject: Letter of Clarification No. 9  
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 – Scope of Work, **replace**: “pages 17, 18, and 71 of 121, with attached pages 17, 18, and 71 of 121 marked revised 9-15-2020

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](mailto:roy.korthals@houstontx.gov)

Thank you,

Jerry Adams, Chief Procurement Officer  
Finance/Strategic Procurement Division

- 31.2 The City may conduct inspections of the Contractor's cleaning and janitorial records and logs without prior notice to the Contractor. A written report of the results of the inspection and recommendations shall be forwarded to the Contractor
- 31.3 The Contractor shall take immediate to correct all deficiencies the City identifies through an Inspection. The Contractor shall correct the deficiency and respond in writing to the Director to identify which the corrective action(s) are taken within three (3) business days of receipt of report.

**32.0 SCHEDULE OF SERVICES:**

- 32.1 The Contractor shall perform Cleaning and Janitorial Maintenance Services as described in the following cleaning specifications. The City shall establish the Contractor's cleaning hours, in accordance with the times indicated. The City and the Contractor shall mutually agree upon cleaning schedules for holidays if applicable.
- 32.2 Each facility requires various services of cleaning that include either a Day Porter Service, Evening Crew Service, Night Crew, Roving Crew Service, or Floor Care Only. The following are a list of codes that identify the service(s) required at the facility. These codes are reflected in the Janitorial Services Table.

32.2.1 Day Porter Service– DP

32.2.2 Evening Crew Service - EC

32.2.3 Night Crew Service – NC

32.2.4 Roving Crew Service - RC

32.2.5 Floor Care Only – FCO

**33.0 SUPPLIES, MATERIALS, AND EQUIPMENT:**

- 33.1 The Contractor shall furnish all cleaning and janitorial maintenance supplies necessary to perform the services specified under this Agreement. Contractors shall be in accordance to Green Friendly Products and/or approved equal. Contractors shall include items such as paper towels, sanitary napkins, tampons, toilet tissue, antibacterial hand soap containing lanolin, deodorizers, disinfectant, plastic trash can liners, and interior and exterior floor mats **(Floor mats will be provided by the Houston Airport System and the Fleet Management Department).**
- 33.2 The Facility Superintendent or Designee reserves the right to reject any and all supplies, materials, and equipment.
- 33.3 Consumables such as hand soap, paper towels, and toilet tissue shall comply with manufacturer's specifications for products used in conjunction with all fixtures designed for dispensing these types of products and materials.
- 33.4 Toilet paper shall be 2-ply, facial quality, bleached with a minimum brightness of 70, 17-20 lbs minimum basis weight, sheet size 4.50 x 4.50. Paper towels shall be bleached with a minimum brightness of 65, 25-28 lbs. and minimum basis weight.
- 33.5 Materials: The items furnished shall be new, unused of the latest product in production to commercial trade and shall be of the highest quality as to materials used and workmanship. Contractor shall be responsible for providing the same type of dispensers at those locations where dispenser replacement, due to phase out of old Contractor as needed.

- 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 **(Floor mats will be provided by the Houston Airport System and the Fleet Management Department)** 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

38.15 Gum Remover

The Contractor's gum remover product shall be a non-flammable product for removal of chewing gum, tar, adhesive and other gummy substances from carpet, upholstery, wood, plastic, and vinyl.

38.16 Air Freshener

The Contractor's air freshener product shall be formulated to continually neutralize odors and refresh air in restrooms. Air fresheners include dispensers, cartridges, batteries, and any expendables. Fragrance(s) shall be submitted for HAS approval.

**39.0 HOUSTON AIRPORT SYSTEM-FURNISHED SUPPLIES:**

39.1 HAS shall furnish the following materials to Contractor for the performance of the work:

- 39.1.1 Toilet tissue.
- 39.1.2 Paper towels.
- 39.1.3 Trashcan liners.
- 39.1.4 Trashcans (large and small).
- 39.1.5 Trash dumpsters.
- 39.1.6 Soap for dispensers.
- 39.1.7 Toilet seat covers.
- 39.1.8 interior and exterior floor mats.**

**40.0 OBTAINING HOUSTON AIRPORT SYSTEM-FURNISHED MATERIALS:**

40.1 The Contractor shall arrange a mutually agreeable time to obtain supplies furnished by HAS and that adequate supplies are maintained at work locations in order to ensure first-class performance of work.

**41.0 CONTROL OF HAS FURNISHED MATERIALS:**

41.1 An inventory log of HAS-furnished materials shall be kept by the Contractor and supplied during monthly meetings with HAS. HAS may conduct inspections on all materials, supplies and incidentals furnished to Contractor under the Agreement, and to inspect all records and logs regarding HAS-furnished materials without prior notice to the Contractor.

**42.0 CONTRACTOR-FURNISHED SUPPLIES:**

42.1 The Contractor shall furnish all materials and cleaning supplies required to perform the work (except for HAS-furnished supplies specified in Section 43.0). The Contractor furnished supplies include, but are not limited to the following:

- 42.1.1 Soaps and detergents.
- 42.1.2 Cleaning supplies and chemicals used on floors, walls, furniture, toilet, glass, brick tile, concrete or any other building materials.
- 42.1.3 Floor care products including strippers, sealers, wax and daily scrubbing chemicals for floors.
- 42.1.4 Mops, brooms, mop buckets, rubber gloves, rags, wipes, sponges, brushes,