



## Letter of Clarification #1

**TO:** All Prospective Vendors  
**FROM:** Joycie Sheba, Buyer II  
**CC:** Nina Cook, Purchasing Manager  
**DATE:** June 18, 2010  
**SUBJECT:** Final Response for Vendor Questions regarding-Request for Proposal-*Janitorial Services*

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For the benefit of all prospective vendors and to avoid possible confusion in submitting information for **Janitorial Services**, the following questions were asked via email/phone and the answers are as follows:

Question(s): 1: In the Proposal Reply Page, there is a column for totals. Do you want the annual total for this column? Also under quarterly service ( rates / service) are you wanting the rate per quarter on the left side, and annual on the right side? The same for semi-annual service and special service.

*Answer(s): See Attachment #1*

Question(s): 2. On the pricing summary page, under the heading of Quarterly Service, Semi-Annual Service, and Special Service; can you clarify what specifically goes under the **rate/service** heading. In other words, do you want to rate per hour by service? In this section, there isn't enough room to put each service heading, i.e. restrooms, VCT flooring etc.

Do you want the price per square foot under the **rate**, and then the monthly charge under the **service**?

*Answer(s): Please quote the one rate for the year for each of the categories. If needed, a break down will be requested when RFP is awarded.*

Question(s): 3. Pursuant to section IV, item L, (Subcontractors) of the RFP, is the intention of MHMRA to allow the use of subcontractors with prior approval. If so, will the use of subcontractors affect the metrics during the evaluation process?

*Answer(s): Subcontractors cannot be used to provide standard day or night services. Under some circumstances, with prior approval from MHMRA, subcontractors may be used to perform special services*

Question(s): 4. Based on the type of facilities, the number of different paper dispensing systems, and the high traffic of consumers at each location, is it possible to obtain the current paper usage by product and case count? If this data is unavailable, we will need to have the exact dispenser count and type by facility, and the employee count and visitor count by facility in order to accurately and economically quote the consumables in the RFP.

*7011 SW Freeway:*

*Employees - 557*

*Visitors - Approximately 4100 per month, 160 – 225 per day*

*Bifold paper towel dispensers with trash receptable - 19*

*Bobrick double roll side-by-side tamper resistant toilet paper dispenser - 19*

*Bobrick double roll stacked toilet paper dispenser - 27*

*San Jamar wall mounted manual paper towel dispenser (roll) - 2*  
*Georgia Pacific wall mounted manual paper towel dispenser (roll) - 1*  
*Kimberly Clark wall mounted manual paper towel dispenser (roll) - 2*  
*Wall mounted bifold paper towel dispensers - 3*  
*Under sink soap dispensers - 28*  
*Wall mounted soap dispensers - 11*

*Northwest: 3737 Dacoma (by program)*

*NW Adult*  
*Employees - 60*  
*Visitors - 1700*  
*15 multi-fold paper towels.*  
*9 wall mounted soap dispensers.*  
*3 wall mounted soap dispensers, bag refills.*  
*12 large roll toilet paper dispensers.*  
*5 standard toilet paper dispensers.*

*NW ACT*  
*Employees - 60*  
*Visitors - 400*  
*4 multi-fold paper towels.*  
*3 soap dispensers, bag refills.*

*NW ABA-SkIP*  
*Employees - 13*  
*Visitors - 14 per day*  
*2 double roll side by side toilet paper dispensers.*  
*3 under sink soap dispensers.*  
*Multi-fold paper towels on counter in both restrooms.*  
*1 Georgia Pacific enMotion Automated Touchless Dispenser*

*NW The Arc of Greater Houston*  
*Employees - 9*  
*Visitors - Minimal*  
*2 double roll side by side toilet paper dispensers.*  
*2 under sink soap dispensers.*

*Southeast: 5901 Long Drive (by program)*

*NO PAPER TOWELS ARE PROVIDED IN RESTROOMS IN THIS FACILITY. Multi-fold paper towels provided in 3 break rooms and in lunch rooms in Employment Connections.*

*SE Adult*  
*Employees - 75*  
*Visitors - Approximately 230 daily*

*SE Children's*  
*Employees - 59*  
*Visitors - 2,250 per month*

*SE Employment Connections*  
*Employees - 7*  
*Visitors - 33 consumers daily*

*NOTE: There is a respite program that uses the Employment Connections suite twice a month, Friday – Sunday. There are approximately 3-6 employees and no more than 9 consumers that attend.*

*7 under sink soap dispensers.  
5 wall mounted soap dispensers.  
2 hand sanitizers.  
14 San Jamar and SCA large double roll toilet paper dispensers.*

*2627 Caroline*

*1<sup>st</sup> Floor: Employees - 26  
Visitors - Approximately 38 daily  
4 wall mounted soap dispensers.  
6 Bobrick two roll stacked toilet paper dispenser.  
NO PAPER TOWELS ON 1<sup>st</sup> FLOOR.*

*2<sup>nd</sup> Floor: Employees - 64  
Visitors - Approximately 820 monthly  
3 wall mounted soap dispensers.  
3 Bobrick double roll side by side toilet paper dispensers.  
Multi fold paper towels.  
5 McKesson wall mounted hand sanitizers.*

*1215 Dennis  
Employees - 5  
Visitors - Minimal  
Apartments – 25, 23 occupied at this time.  
3 wall mounted multi-fold paper towels.  
2 wall mounted soap dispensers.  
1 single roll toilet paper dispenser.  
1 double roll toilet paper dispenser.  
1 Purell wall mounted hand sanitizer.*

*4414 Navigation  
Employees - 60  
Visitors - Approximately 2,000 monthly  
6 wall mounted TC Enriched Foam soap dispensers.  
6 Tork Matic for Tork Hi Towels dispensers.  
7 Tork double roll toilet paper dispensers.  
5 seat cover dispensers.*

*3600 S. Gessner  
Employees - 39  
Visitors - 75 daily  
2 wall mount soap dispensers.  
3 single roll toilet paper dispensers.  
Current paper towel dispensers (2) will be replaced with bifold or multi-fold paper towels.*

*6125 Hillcroft  
Employees - 57  
Visitors - Minimal  
5 under sink soap dispensers.  
2 multi-fold paper towel dispensers, paper towels on counter in break room.  
8 double roll side by side toilet paper dispensers.*

**6032 Airline**

**Employees - 70**

**Visitors - Minimal**

**5 under sink soap dispensers.**

**2 multi-fold paper towel dispensers, paper towels on counter in break room.**

**8 double roll side by side toilet paper dispensers.**

**3630 West Dallas**

**Employees - 70**

**Visitors - 84 or more daily**

**15 Multifold paper towel dispensers.**

**18 stalls with standard toilet paper rolls.**

**Under sink soap dispensers.**

**7200 North Loop East**

**1<sup>st</sup> floor: Employees - 40**

**Visitors - 150-165 per day**

**2 Tork bifold paper towels MB540A.**

**4 Tork large roll toilet paper dispensers (TJ0922A).**

**4 seat cover dispensers.**

**4 under sink soap dispensers.**

**2<sup>nd</sup> floor: Employees - 10**

**Visitors - 10 or less per month**

**2 Tork bifold paper towels MB540A.**

**4 Tork large roll toilet paper dispensers (TJ0922A).**

**4 seat cover dispensers.**

**4 under sink soap dispensers.**

**6805 Oak Village**

**Employees -**

**Visitors -**

**6 enMotion auto feed paper towel dispensers.**

**Multifold paper towels in lunch and break rooms (2).**

**7 wall mount soap dispensers with bag refills.**

**Standard toilet paper dispensers.**

Question(s): 5. For clarification purpose only, on the RFP, item G, section III, it states that the proposal guarantee will be an irrevocable offer for 120 days after the proposal due date; however, in section IV, item B, it states that the irrevocable offer period is 90 days from proposal opening (Opening and Receipt date are one in the same). Can you please stipulate which is the correct period of days?

**Answer(s): The correct period of days is 120.**

Question(s): 6. Is MHMRA requesting to keep any of the existing day staff? If so, we will need to have the current wage rate of each individual by location.

**Answer(s): No, the contractor will be responsible for staffing facilities.**

Question(s): 7. There are two locations that only require day service (no night cleaning). In our typical contract pricing structure, the consumables (Paper & Liners) are included in the night cleaning pricing. For those two locations that are cleaned only by the day staff, do you want the consumables included with the day porter cost or priced out separately?

**Answer(s): Yes, please include pricing in the day porter cost.**

Question(s): 8. Can we get a clarification again on the location (s) that will not be included as part of this RFP. There were two (2) facilities listed that we did not tour.

*Answer(s): A revised spreadsheet will be provided.*

*LOCATIONS DELETED: 5518 Jackson Street  
5715 NW Central Dr.*

*LOCATIONS NOT TOURED BUT TO BE INCLUDED:*

*6032 Airline (this facility is exactly like the 6125 Hillcroft building)*

*3600 S. Gessner - this facility was mentioned but left off the spreadsheet and individual information pages. A layout has been provided with these responses. There are two restrooms (one male, one female), the current paper towel dispensers will be replaced with either bifold or multi-fold paper towels. The service provided is part-time (4 hours) day porter to service the restrooms, break rooms and other areas as requested. Night service is provided by the property manager.*

This clarification letter is hereby incorporated in the Request for proposal document and shall supersede any previous specifications or provisions in conflict with the letter of clarification. All prospective vendors are directed to respond accordingly. By submitting a proposal on this project, vendors shall be deemed to have received this Letter of Clarification and to have incorporated it into its proposal.

Please contact MHMRA of Harris County, Texas, Purchasing Department at (713) 970-7300.