



Department of Procurement Services

160 South Hollywood Street · Room 126 · Memphis, TN 38112 · (901) 416-5376

QUESTIONS AND ANSWERS

RFP 110424JJKG Custodial Cleaning Services

1. Can you provide student/faculty count by location/school/facility?
Please be advised that you will need to reach out to our Enrollment office for this specific information. Typical rule of thumb. (elementary 500 or less, middle 700 or less, high 700 or less to 1000+)
2. Does the District have any consumption data that it would be willing to share with the bidders for the calculation of consumable supplies?
Consumption varies from location to location.
3. Can you define “deep cleaning” regarding the pandemic response model?
Increased frequency disinfectant cleaning of high touch surfaces, Concentrated area cleaning if requested and one designated staff member in the daytime if applicable. Please be advised that the Pandemic staffing model will not be applicable in this RFP. However, it is identified as a metric in the event that we experience a pandemic again.
4. Does the District expect synchronized/simultaneous deep cleaning in response to a pandemic across the entire portfolio/zone?
No; only in areas identified if applicable.
5. Is exterior window cleaning apart of this contract?
Please refer to contract cleaning responsibilities. The language is accurate of expectations.
6. Is there a bid bond required/associated with this contract?
No
7. Is there a performance and payments bond required/associated with this contract?
No
8. Are we allowed to propose/use brands that are comparable to the ones identified in the RFP for supplies and equipment?
Only if they are approved by Owner.
9. Are the dispensers standardized throughout the District?
Yes

10. Is there a fee associated with the District's Time Management system that the Contractor's employees will be required to use to clock in/out?
You will be required to have your own time management system. District phones can be accessed for a call in system.
11. Previous RFP was direct when seeking 4 different vendors for the 4 different zones, can a current vendor or incumbent be awarded additional square footage or another zone through this RFP?
Per the RFP, SCBE reserves the right to award the project to multiple respondent(s) in its best interest.
12. Are Vendors being removed from Zone 1 and 2 allowed to rebid on their zones?
Eligible/responsive submissions may be evaluated.
13. Are Vendors being removed from Zone 1 or 2 allowed to compete as a non-prime vendor? Essentially, be a subcontractor under a Prime.
SCBE must approve all subcontractors.
14. Can we submit SBE Forms to Joyce prior to submittal to make sure we have the correct information and formatting done?
As stated in RFP110424JJKG, Custodial Cleaning Services, "it is the responsibility of the bidder, contractor, or respondent, and the bidder, contractor, or respondent must verify with Memphis-Shelby County Schools that any SBE firm(s) utilized to meet the participation goal is certified as an SBE within Shelby County." A listing of current SBE-certified firms can be found on the Memphis-Shelby County Schools Office of Economic Opportunity webpage: <http://www.scsk12.org/mwbe/>. To find the best results from the Certified Vendor Directory, it is recommended to download the entire directory including commodity codes. One or a combination of several SBEs may be utilized to meet the established project goal.

Request for verification must be submitted to the MSCS - Office of Economic Opportunity listed below:

**Joyce Douglas, Manager, Office of Economic Opportunity
Memphis- Shelby County Schools
3030 Jackson Avenue, 5th Floor, Ste. 33, Memphis, TN 38112
Email: douglasja@scsk12.org**

15. Is there a bid bond or performance bond required for this contract?
No
16. Are Day Leads and the Night Leads required for every school in both zones?
Yes
17. What is the current student enrollment for Zone #1?
Please reach out to the district office of student enrollment for this information.

18. What is the current student enrollment for Zone #4?
Please reach out to the district office of student enrollment for this information.
19. Can you please elaborate on your pandemic staffing model and pricing?
Please be advised that the Pandemic staffing model will not be applicable in this RFP. However, it is identified as a metric in the event that we experience a pandemic again.
- i. What is the daily scope of work you are looking for in this model?
Increased frequency disinfectant cleaning of high touch surfaces and one designated staff member in the daytime, if applicable.
 - ii. Are you basing this on a hybrid learning scenario between remote and in-school instruction?
No
 - iii. Are you looking for a one-time disinfection protocol in the event of a virus outbreak?
No
 - iv. Please be as detailed as possible with this response
No question was stated for a response.
20. Can you please provide a copy of the pre-bid meeting list?
It is located on MSCS Procurement website under the RPF at:
<https://www.scsk12.org/procurement/bids?bym=November&byyear=2024&ipp=All>
21. Can you provide a list of all the schools with no elevator?
The exact number is not available at this time. The ratio is over 50%.
22. Can you also provide a list of schools that do not have storage space for floor care equipment?
All sites have storage for custodial items.
23. Who is the current incumbent?
HES and Fresh Start Facility Services
24. What is the current contract rate?
The contract rate is \$1.75/\$1.89/per sq. ft.
25. What is the current project management structure, if any?
We are not initiating a project management structure. Your team will need to create the structure for your entity. All management structures from MSCS are included in the RFP.
26. Can you please clarify the bid bond requirements?
There is no bond required.

27. Since the prime is responsible for providing consumables, can you please share the history of consumable usage or recent invoice (redacted pricing is fine)?
We cannot share invoices of vendors. Vendors are solely responsible for purchasing. We do not receive invoices.
28. How many bathrooms are in each building? Or Zone? A breakdown is what we are looking for?
You can visit the locations to review any facility per RFP.
29. Will the Prime be responsible for any fees associated with background checks?
Yes, you will work with our security team for processing.
30. What is the breakdown of cleaning schedule per building? Schools vs. stadium?
Per the RFP, you will provide your expertise in creating cleaning schedules for each location.
31. If a company is certified as 100% SBE/MBE, would you still have to notify and show a Good Faith Effort with a certified firm to be a company to be a Subcontractor?
Please review the statement on the Office of Economic Opportunity Form-A, Subcontractor Project Plan & Subcontractor Supplier Utilization. It states: SBE Prime Bidder/Contractor/Respondent: Submission as a Prime MSCS Certified SBE will count toward the SBE goal.