



CITY OF SAN ANTONIO

Aviation Department
Purchasing and General Services Department

P.O. Box 839966
SAN ANTONIO, TEXAS 78205

ADDENDUM I

SUBJECT: Formal Invitation for Best Value Bids - Annual Contract for Janitorial Services at the San Antonio International Airport, dated December 6, 2010.

DATE: December 21, 2010

A. THE ABOVE MENTIONED BVB IS HEREBY AMENDED AS FOLLOWS:

1. **Replace:** Attachment B – Pricing Schedule with Attachment B - Revised Pricing Schedule which is attached as a separate document immediately following Addendum I.

B. QUESTIONS RECEIVED BY CITY STAFF ARE ANSWERED AS FOLLOWS:

Question 1: Can the Performance Deposit/Performance Bond be waived for a company that currently has special provisions within their liability insurance to include lost keys, theft of property and damage to customer's property?

Response: No. Insurance and performance bonds serve different functions. The Performance Bond protects the City based upon the contract value through either reimbursement or by providing a replacement company at the same price should the selected Respondent fail to perform. If the selected Respondent folds and ceases to operate, the bond provides the City some protection which is completely different from reimbursement of lost keys, theft or damage to property.

Question 2: Based upon the Basic Janitorial Services staffing requirements, can the shift supervisor also count toward a janitor position working on the same shift?

Response: No – under Contactor Responsibilities: (a) Shift Supervisor should be in addition to the minimum number of (b) Janitorial staff as outlined on page 13 of 57 in the solicitation document.

Question 3: Can a Respondent be exempt from the Good Faith Effort Plan if they are a non-profit whose mission is to train and employ disabled workers?

Response: No. All Respondents must sign and submit a Good Faith Effort Plan (GFEP) as part of their response submission. As stated on page 46, Attachment E, item 4, "Any proposal that does not include the GFEP form shall be declared non-responsive, and excluded from consideration".

The SBEDA goals published in this solicitation are aspirational and not mandatory. Respondents are not required to utilize SBE-MBE-WBE-AABE subcontractors and suppliers. However, Respondents who meet or exceed the goals for SBE-MBE-WBE-AABE participation, based on their own participation and/or the participation of any SBE-MBE-WBE-AABE subcontractors, are eligible to receive up to four (4) additional evaluation criteria points.

Question 4: Can the SBE-MBE-WBE-AABE Certification Requirement be waived if the Respondent is a non-profit, and does not meet the SCTRAC certification requirements?

Response: Respondents interested in submitting a response to this solicitation are not required to be certified by the South Central Texas Regional Certification Agency (SCTRCA).

Question 5: Page 13 states that the City will provide all necessary equipment and cleaning/paper supplies for all services provided. Is this only for Special Services, or will the City provide for all services?

Response: The City will provide all necessary equipment and supplies for all shifts; however, the selected Respondent will be required to provide uniforms for their staff members.

Question 6: Is there a particular form/brand of electronic communication that the selected Respondent would be required to use in order to effectively communicate with the City's equipment?

Response: Any cell carrier/number would be sufficient; however, the City currently utilizes AT&T cell phones with push to talk (PTT).

Question 7: How often will the 3rd shift be required as referenced page 17, item #2?

Response: The City anticipates a 3rd shift requirement a few times a year which is typically planned in advanced. The selected Respondent will be provided 1-2 week advanced notice of any planned 3rd shift needs.

Question 8: Is all the carpeted areas shampooed at the same time and do you require hard surfaces stripped and waxed at the same time?

Response: The City shall assign small areas of carpet or terrazzo that can easily be completed by a team of 3-4 staff members within a single shift.

Question 9: Can you clarify what the total cost per employee for Airport Security Badge?

Response: All fees associated with Airport Personnel Identification Badging are listed in Exhibit 3, page 30, item # 4.

Question 10: How do we cover the cost of the "No Cost" project manager to the city in our prices?

Response: Once awarded, selected Respondent's owner or manager will be required to meet with the designated City representative once per week as to review inspection sheets and discuss contract performance. This meeting should average approximately thirty (30) minutes and is a mandatory requirement.

Question 11: How do we determine the performance bond based on your pricing schedule?

Response: The Performance Bond will be required of the selected Respondent only. Once selected, City staff will notify the Respondent of the full amount of the contract price required for the Performance Bond.

Question 12: Based on the required staffing levels you expect the contractor to provide 1 Shift Supervisor per shift in addition to the required staffing identified on page 13, section 2.b?

Response: Yes.

Question 13: Is the Pre-Bid Conference mandatory or optional?

Response: Optional.

Question 14: Who is responsible for providing paper products, soap, and trash can liners?

Response: The City will provide all necessary supplies.

Question 15: Will the City be awarding to one or multiple vendors?

Response: Page 23, Section X – Award of Contract and Reservation of Rights, First Sentence states, “City reserves the right to award one, more than one or no contract(s) in response to this BVB.”

Question 16: Can you specify or break down the criteria for the basis of contract award such as the percentage points for technical proposal and cost?

Response: Pages 21-22 of the BVB document, Section VIII - Evaluation Criteria contains the evaluation criteria and percentage points for this solicitation.

B. QUESTIONS RECEIVED BY CITY STAFF AT THE PRE-BID CONFERENCE AND SITE TOUR CONDUCTED ON DECEMBER 15, 2010, ARE ANSWERED AS FOLLOWS:

Question 1: Are there individual goals for SBEDA?

Response: Yes. As stated on page 45, Attachment E – Small Business Economic Development Advocacy (SBEDA) Program Policy, item 3, the goals for the utilization and participation of SBE-MBE-WBE-AABE businesses on this contract are as follows:

MBE	31%	AABE	2.2%
WBE	10%	SBE	50%

Question 2: How will the pricing structure be handled for Special Janitorial Services?

Response: The pricing structure will be based upon an individual employee, per hour basis.

Question 3: In which format should the proposal CD be submitted?

Response: As stated on page 1, first paragraph, first sentence, the CD shall contain the entire Bid in a PDF format.

- Question 4:** Does the City have history of Special Janitorial Services completed in the past?
Response: No, all Special Janitorial Services have been previously performed by City staff.
- Question 5:** Will technical staff be required for floor care?
Response: No. However, the Respondent may propose to use technical staff within their response to Attachment A – Bidder Questionnaire, Part E.
- Question 6:** Will the City be supplying equipment and supplies needed for services?
Response: Yes.
- Question 7:** Does the proposal fall under OSHA standards?
Response: Yes.
- Question 8:** Will there be any hangar or tarmac work needed?
Response: No.
- Question 9:** Will there be administrative workspace for the selected Respondent?
Response: If requested, a workspace can be made available.
- Question 10:** Are refrigerators offered in the break rooms for use by the selected Respondent's staff?
Response: Yes.
- Question 11:** Will all of the selected Respondent's staff be required to carry cell phones for communication?
Response: The selected Respondent's shift supervisor will be required to carry a cell phone; however, remaining staff are not required by as part of the City's contract.
- Question 12:** How many City inspectors will monitor work performance?
Response: A minimum of one (1) City Inspector will be assigned to monitor the selected Respondent's performance utilizing an inspection sheet. Results of each inspection will be shared with the selected Respondent's shift Supervisor.
- Question 13:** Will inspections/evaluations of services occur every day?
Response: Yes.
- Question 14:** Is there an appeal process for the evaluations?
Response: No.
- Question 15:** Will there be a matrix goal associated with the evaluation worksheet?
Response: Yes.

- Question 16:** On what scale will the daily evaluation points be assessed?
Response: Evaluation points will be determined at a later date but prior to the selected Respondent's start date.
- Question 17:** Will the contractor be part of the evaluation walk through?
Response: The selected Respondent's Supervisor shall review on a daily basis with the Manager and/or Owner reviewing once per week at the Coordination Meeting. All previous week's inspection sheets will be reviewed at the weekly Coordination Meeting.
- Question 18:** How much does employee parking cost?
Response: \$20 per month.
- Question 19:** Will the pre-bid attendance list be posted?
Response: No; however, Respondents that would like to receive a copy may submit a written request directly to the Aviation Department's Small Business Office. Requests may be sent via email to Lisa Brice (Lisa.Brice@sanantonio.gov).
- Question 20:** Are the current Janitorial Services represented by a local union?
Response: City employees are eligible to participate in employee associations although not mandatory.
- Question 21:** Is there a collective bargaining agreement with the City?
Response: Civilian employees are not currently subject to collective bargaining agreements.
- Question 22:** In the event of witnessing an injured passenger/person, is there a process of what should be done or who should be contacted?
Response: Yes.
- Question 23:** Will contracted staff be liable for assisting an injured passenger/person?
Response: The selected Respondent and their staff are required to follow the City's process which will be provided after the contract has received approval for award.
- Question 24:** Will there be any Customer Service training?
Response: Customer Service training will be completed during pre-shift meetings.
- Question 25:** Does the City have an ordering process in place for materials?
Response: Yes.
- Question 26:** Are keys turned in after every shift?
Response: Yes. Keys are signed in and out for every shift.

Question 27: Is there a projected start date for services?

Response: No; however, the selected Respondent will receive a written award notification letter in advance of the contract start date.

Question 28: Are MSDS logs maintained by the City & Contractor?

Response: The City maintains MSDS sheets for all City's products. The selected Respondent may access these documents on site. If desired, the selected Respondent may also retain copies as well.

Question 29: Can Respondents include pricing schedules for Special Projects?

Response: Yes. See attached Exhibit B – Modified Pricing Schedule.

Question 30: Is the City requiring Contractor to have certified employees?

Response: No.

Question 31: How many City staff members are currently assigned?

Response: Current housekeeping staff consists of 56 Custodians, 9 Crew Leaders, 3 Supervisors, and 1 Superintendent.

Question 32: Does the airport allow escorting?

Response: Yes.

Question 33: How long does badging take?

Response: The badging process takes a minimum of two (2) weeks up to one (1) month.

Question 34: Will all badged employees be able to go airside?

Response: Yes.

Question 35: Will the new business consortium umbrella be managed by the City?

Response: Details regarding the consortium to include management are unknown at this time.

Question 36: Will any contracted staff be required to do any driving off site?

Response: No. In the event of required off-site work, the City will provide transportation.

Question 37: How far out from the entry doors of the terminals does the cleaning service extend?

Response: On the Departure Level, cleaning services extend from the entry doors through curbside. For the Arrival Level, cleaning services extends out to both curbsides.

Question 38: How much cleaning is needed by skycap areas?

Response: All grounds in front of and on the sides of posts.

Question 39: Will the City provide a list of certified companies for SBEDA?

Response: Respondents requesting a list of certified companies should contact the Aviation Department's Small Business Office directly. As stated in Section IV, page 19, item 3 of the solicitation document, "The point of contact is Ms. Lisa Brice, who may be reached by telephone at **(210) 207-3505** or by e-mail at lisa.brice@sanantonio.gov."

Question 40: Will Bloodborne Pathogens training be required?

Response: Yes. As outlined in Section I – Scope of Services and General Requirements, page 13, item B – Contractor's Responsibilities, item 2b, the selected Respondent and their staff are expected to have had this important training. However, additional trainings on this topic are provided during pre-shift meetings.

****THIS ADDENDUM MUST BE SIGNED AND RETURNED WITH THE BID PACKAGE****

Date: _____

Company Name: _____

Address: _____

City/State/Zip Code: _____

Signature

Print Name/Title