



Superior Court of California
County of Santa Barbara
1100 Anacapa Street, 2nd Fl
Santa Barbara, CA 93101



REQUEST FOR PROPOSALS (RFP) NO. 2010-02

RFP NO: 2010-02

Updated: 06-08-10

Questions & Answers

Bid Submittal Deadline: Friday, June 11, 2010, 3:00 p.m. Pacific Standard Time

1. **Question:** Was wondering if you could let us know who the
 - a. current contractor is
 - b. monthly compensation
 - c. any change from previous contract to this one?

1. **Answer:**
 - a. Diamond Contract Services
 - b. \$15,186.59
 - c. Yes. Cleaning is no longer necessary in Building E at 312 E. Cook Street, Santa Maria due to Courthouse Construction.

2. **Question:** May we please have a list of all bidders and the town from which they are based?

2. **Answer:** To date we have not received any bids, therefore we know only of potential bidders, and do not have all of their information.

Diamond Contract Services – Burbank, Ventura
ServiceMaster of Santa Barbara – Santa Barbara
ServiceMaster Commercial Building Maintenance – Santa Maria
ServiceMaster Clean – Goleta
EBM Janitorial Services, Inc. – Oxnard, Ventura, Santa Barbara, San Luis Obispo
Integrity Management Services, Inc. – Nipomo
The Janitorial Company – Fresno
Bellas Janitorial Services – Ventura
Able Building Maintenance – Los Angeles
AAA Commercial Cleaning –
JAN-PRO Cleaning Systems – Santa Maria
Magic Bright -

3. **Question:** Can you tell me who will be supplying the paper products (i.e. Toilet paper, Roll towels and soap). Is it provided by the court or by the vendor?

3. **Answer:** Currently the paper products are provided by the vendor. Please submit a current pricing sheet on products.

4. **Question:** Are judge's chambers considered private areas or public areas?

4. **Answer:** Judges Chambers are considered private areas.

5. **Question:** On page 37, under the heading of “pricing sheet” it states, “Contractor must pay its employees the prevailing wages in accordance with the standards set forth in Section 1773 of the Labor Code”. Do you know what that hourly amount is?

5. **Answer:** Upon further review, Janitorial Services are excluded from prevailing wages.

6. **Question:** Building G in Santa Maria, Miller Division, is in real bad shape, very dirty. Will the successful bidder be given the opportunity to submit a separate bid for cleaning this building up? Or will successful bidder be expected to clean it up slowly over time?

6. **Answer:** The successful bidder will be expected to clean the building over time. Special services for this building may be requested by the Court.

7. **Question:** What is the time frame that the work will need to be performed?

7. **Answer:** The work will need to be performed **after** normal Court hours of operation.
Regular Court Hours: 8:00 a.m. – 5:00 p.m. M-F
Night Court Hours:
Figueroa Division: 3rd Tuesday of the Month 5:00- 7:00 p.m.
Miller Division: Every Tuesday 5:00 – 7:00 p.m.

8. **Question:** Can you give us a definition of public vs. private areas?

8. **Answer:** Public Areas are those areas of the Court that non-Court personnel may frequent. (i.e., lobbies, hallways, stairwells, elevators, courtrooms, including the attorney tables, jury boxes, and witness stands). Private Areas are those areas that Court employees have secured access to.

9. **Question:** What is considered public area in the actual courtrooms?

9. **Answer:** The entire Courtroom is considered public as it is regularly occupied by non-court staff. (Attorneys, Defendants, jurors, etc)

10. **Question:** Will there be an allowance for an initial cleanup?

10. **Answer:** No, unless a special project is requested that goes beyond the Statement of Work contained within this Solicitation.

11. **Question:** Is the Prevailing Wage required for this contract?

11. **Answer:** Upon further review, According to Title 8 of the Code of California Regulations, “Janitorial or custodial services of a routine, recurring, or usual nature is excluded”. Prevailing Wage is not required for this Solicitation.

12. **Question:** On Page 38, the RFP is asking for monthly pricing on trash removal for the various areas listed, what frequency of service is it asking for? 5x per week trash removal instead of 3x per week?

12. **Answer:** 5 xs per week trash removal for those listed on Page 38 of this solicitation.

13. Question: In the Executive summary you state that “the vendor must also address in this section how it meets the qualification requirements.” We couldn’t find in the RFP a specific listing of qualification requirements being referred to. Are you referring to the Proposal Evaluation Criteria (Section C)? Or does this requirement pertain to qualification requirements in a general sense?

13. Answer: On Page 10, Section D. 3. Qualifications, Experience and References it states “The Court requires the vendor and its subcontractors to have prior experience in all aspects of the services described in this RFP for customers similar to or with relevance in the size, complexity and scope of this RFP”.

14. Question: Your requirement in Section D states that the format of the proposal should be organized in 5 sections – Tabs 1 through 5 (Executive Summary, Cover Page/Vendor Info, Qualification, etc., Organizational Structure, and Start-Up Plan accordingly). Should the required forms, i.e. Attachments A through E be attached to the beginning of the proposal before the official sections 1-5 (since these forms are not addressed in any of the sections themselves)?

14. Answer:

- a. Please include **Attachment A. Statement of Acceptance of Terms and Conditions** in Section 2 of the Proposal, Cover Page and Vendor Information. Attachment A must be signed and accepted, or signed with a list of exceptions taken.
- b. Under Separate Cover, in a sealed envelope, please include **Attachment B, Pricing Sheet** (Pages 37 & 38)
- c. Attachments C, D, and E, are not necessary to include within the proposal.

15. Question: The Q & A posted on the website states that the contractor is Diamond, but on the tour it became known that at least one city location has service provided by “ServiceMaster”. Which city locations do they service and what is the current price of their contract?

15. Answer: The Court Contract is currently with Diamond Contract Services for all locations included in the Site-Walk. Many of the Court Buildings on the Site Walk are “mixed use” buildings, meaning they are also occupied by County employees. The County is responsible for their portion of the buildings, and the County has a separate janitorial contract for their portions which includes ServiceMaster. The Court cannot provide details on the County Contract. The site walk covered the Court areas that are included and applicable within this solicitation.

16. Question: The Q & A posted states the current Diamond Contract is \$15,186.59 per month. Does this price include everything including furnishing required consumables?

16. Answer: No. The pricing per month is for regular janitorial services.

17. Question: Are any services currently being furnished by a subcontractor, and if so who and what?

17. Answer: No. Currently there are no subcontractors for services.

18. Question: Page 4, item 1.c stated that provider shall submit one signed and four complete copies of the bid. Does this mean only the bids as in pricing, or of the entire proposal content itself?

18. Answer: 5 Total bid packages. 1 original, with original signatures, and 4 complete copies of the entire original proposal.

19. Question: Page 5, item 2.e. states that one copy of the proposal will be retained and become public record, and then it also states that the vendor's proposal may be made available to the public. Are the proposals received going to be available as public record or not?

19. Answer: The original will be retained in purchasing, and **if requested**, will be made available to the public in accordance with the applicable California Rules of Court

20. Question: Are there any specific requirements for types of consumables to be supplied, because the type of supplies was not standardized location to location?

- a. Trash liners – Do they have to be clear for small, and black for large, or is either acceptable regardless of size?
- b. Recycle liners – Some were plastic dark blue, light blue, black, and others reusable white or green nylon, and one location had no liner. Can they all be reusable, or is there a designated color to be utilized?
- c. Paper towels – do roll and multi-fold towels have to be bleached white, or is other acceptable?
- d. Toilet Tissue – Some restrooms had 1-Ply large JRT rolls, regular rolls 1-ply, and regular roll 2-ply. Are rolls to be 1 or 2-ply throughout?
- e. Urinal cakes – Are these required to be furnished for all urinals?
- f. Feminine hygiene products – Is there any item other than waxed paper bags for stall containers that is required to be furnished?

20. Answer:

- a. "Either" is acceptable
- b. Yes, they can all be reusable. No, there is not a designated color.
- c. "Other" is acceptable
- d. 2-Ply rolls should be used throughout
- e. Yes, urinal cakes should be furnished for all urinals.
- f. No other feminine hygiene products are required to be stocked.

21. Question: Janitorial closets and rooms for bulk supply storage were not shown or identified for all locations. Please identify where the bulk supply storage rooms are located, individual janitor closets for necessary equipment, and also identify where the janitorial water closets are located where mop buckets are to be filled and emptied? Please identify which areas are securable for contractor use only?

21. Answer:

Figueroa Division:

- Bulk Supply – Located at the back entrance (parking lot) to Figueroa, there is a secured storage room just outside the double wood doors.
- Individual janitorial closets: Two secured closets, one on the street level next to Courtroom Department 9 between the men's and women's restrooms, and one located on the top floor next to the Administration Office between the men and women's restrooms. Both have faucets and floor drainage.

Santa Barbara Jury Building:

- Bulk Supply/Janitorial Closet – There is a secured janitorial closet in the women's restroom that has some supply storage and a faucet and floor drainage.

Santa Barbara Juvenile:

- Bulk Supply/Janitorial Closet – There is a shed outside of the juvenile facility for janitorial equipment and supply storage.
- Water Supply – There is a faucet located under the sink in the women's restroom.

Santa Maria Juvenile:

- Bulk supply/Janitorial Closet – There is a secured Janitorial Closet off of the lobby for bulk supply storage, janitorial equipment, and a faucet and floor drainage.

Santa Barbara Facilities:

- Additional Bulk Storage is available in the basement of the Historic Courthouse. This Courthouse is not included in this solicitation, and was not included in the Site Walk. Upon award of contract, the vendor will be given access to the additional bulk storage space.

Cook/Miller Divisions:

- Bulk Supply/Janitorial Closet – There is a secured janitorial storage room/closet located in Building D with an exterior door on the south side of the building between Courtroom Departments 1 and 2. This storage room has a sink and drainage.
- Janitorial Closets – There are two secured janitorial closets, one is located in Building C off the public lobby of Courtroom Department 3, and the other is located in Building G in the upstairs lobby on the west side of Courtroom Department 7. Both closets are equipped with sinks and drainage, the one in building G is a floor sink.

201 S. Miller Street Suites:

- The 3 suites located at 201 S. Miller Street do not have Janitorial Closets or bulk storage. Some supplies may be stored on site in the restrooms at each location to ensure the office occupants do not run out. The bulk of the supplies for these offices should be stored at the Miller/Cook Divisions.

Lompoc Division:

- Bulk Storage – None
- Janitorial Closet – No secured closet, the janitorial supplies may be stored in the shower area in the Civil Clerk's area restroom. The mop buckets may be filled and emptied in this restroom as well.

Solvang Division:

- Bulk Storage – None
- Janitorial Closets – There is a small metal cabinet in the women's restroom area where some supplies may be kept. There is also a small shared closet outside the restrooms. The closet is shared with General Service's staff who are County employees. Mop buckets may be filled and emptied in the kitchen area.

22. Question: Page 32, section 18, item B.1 – states that if the court rejects any work on at least two occasions it may terminate that portion of this Agreement which relates to the rejected work. Does this mean that if the main lobby and hall were unsatisfactory on at least two occasions that service to this portion may be terminated from the agreement, and then the Court could have the work performed by another source at no cost to the court, which means paid for by the failing Contractor? Please clarify.

22. Answer: If the Contractor's work is not acceptable and Contractor does not conform to the Acceptance Criteria on at least (2) occasions, Court may terminate that portion of this Agreement which relates to the rejected Work at no expense to the Court, meaning the Court will not pay the Contractor for Work that is not acceptable. Payment will be withheld on areas that are not acceptable to the Court and are not corrected according to Section 18. Statement of Work; Acceptance.

23. Question: The second page of the Pricing Sheet requests prices for Optional Trash removal for each location. Since trash is already required to be removed Mon-Fri in public or private areas, please clarify what is meant by Optional Trash removal for the private areas listed?

23. Answer: Per Section 2. Technical Specification for Janitorial Services, under Trash and Recycling, "Empty private trash" is not included. In this we are referring to individual trash cans at each desk, not the master trash cans in each area. The Optional Trash removal for private areas refers to the individual trash cans, in the private areas for the Judges listed, and their secretaries only.

24. Question: Are dumpsters available at each location for the disposal of trash and recycling collected?

24. Answer: Yes, dumpsters are available at each location.

25. Question: Page 20, section 9 states that the Contractor personnel must pass a criminal background check. Page 33, section D states the Court will have the right to request or conduct a background check before gaining access to the premises. If all personnel must have a background check, what type of background check is it that the Court could request?

25. Answer: The Court requires that all personnel must successfully pass a criminal background check, and be fingerprinted, prior to working on site. The Court may choose to conduct its own Criminal Background check in addition to the initial check.

26. Question: Page 21, item 10.f states that a furlough day would be treated as a holiday and the pricing page has a place to have the price reduction reflected, but it would depend on the day of the week when everything is performed rather than a day when only trash and restrooms are serviced the amount associated to that day would be different. How should this furlough price reduction be addressed so the price is adjusted appropriately for the services that were to be provided on the day of furlough?

26. Answer: The work listed in Section E, Statement of Work, 2. Technical Specifications for Janitorial Services should be completed as specified, according to frequency, with the exception of work listed as 5 xs per week. In the event of a possible one day per month furlough, those items listed at a frequency of 3 xs per week, should still be performed three times within any given week. The days of those specific services should be adjusted accordingly. The pricing difference should reflect a reduction in the services which are specified at 5 xs per week.

27. Question: The solicitation included very general building drawings that do not indicate all of the area details described in the facility description hand-out issued during the site tour. What is the square footage for the public areas described versus the private areas described? Also on the facility description hand-out some room/areas have an asterisk, what is the significance or purpose of the asterisk?

27. Answer: Per Section E, Statement of Work, 1.a. Note: "Bidder to estimate proportion on site walk". Please disregard the asterisks on the site walk hand out, they have no significance.

28. Question: Many of the larger trash receptacles were very dirty externally with visible drips, streaks, etc. Is this because the Contractor is only required to empty and replace the liner?

28. Answer: The contract did not specify the exterior of the trash receptacles to be cleaned; however that is our intent.

29. Question: Once awarded will the Court perform a joint initial inspection to document what carpet stains are permanent, and not subject to necessary spot cleaning efforts?

29. Answer: The Court will perform an initial joint inspection with the awarded vendor. The Court will expect any spots in the carpet to be cleaned in compliance with Section E. Statement of Work 2. Technical Specifications for Janitorial Services. The vendor shall notify the Court of any spots that are permanent.