

Q&A – Janitorial Services



The questions have been consolidated as much as possible and put into categories.

FACILITY INFORMATION

Question: Can Center provide square footage by floor type for each location?

Answer: Square footage by floor type is unavailable.

Question: What are the ceiling heights (if high dusting is required)

Answers: We have standard 9 foot to 12 foot ceilings in our buildings

Question: Can the Center provide the exact square footage that should be used for pricing for McLain Drive?

Answer: Please use the 43,011 square feet for pricing of the Janitorial Services of McLain Drive.

SCOPE OF WORK

Question: What days of the week will the contractor provide services?

Answer: Services can be provided any day of the week, preferably non-consecutive days.

Question: What are the designated cleaning hours?

Answer: Cleaning is to be completed **after** business hours. Business hours are Monday through Friday, 8:00 am to 5:00 pm.

Question: The Scope of Work provided in the RFP states that it is for example purposes only. Could you provide the current Scope of Work? Will there be any additional duties required?

Answer: Please see the housekeeping contract located on our website: <https://texomacc.org/tcc-contract/>
There are no additional duties required.

Question: Will there be any emergency response requirements? If so, what would be the response times required?

Answer: There are no emergency response requirements for this proposal.

Question: Can the Center confirm the required cleaning frequency for each facility?

Answer:

- McLain, Sherman, Grayson County: 5 nights per week preferred, but can be a minimum of 3 nights per week. Please provide quotes for each.
- Cottonwood, Sherman, Grayson County: 3 nights per week preferred.
- Grand Ave, Gainesville, Cooke County: 2 nights per week preferred.
- 6th Street, Bonham, Fannin County: 3 nights per week preferred.

Question: Are weekends or holidays included in the required cleaning schedule?

Answer: Center is closed on the weekends and holidays listed below. If the Center is closed due to inclement weather or other emergent scenarios, contractor will be notified of closure.

New Year's Day	Memorial Day	Juneteenth	Independence Day	Labor Day
Thanksgiving	Day after Thanksgiving	Christmas Eve	Christmas Day	New Years Day

Question: Will pressure washing be required?

Answer: There will be no pressure washing required.

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Question: Are there high dusting requirements?

Answer: Some air return grilles are located on the ceilings which are standard 9 foot to 12 foot in height.

Question: Are there any disinfection requirements or special sanitation protocols?

Answer: We have no special sanitation protocols.

CONSUMABLES AND EQUIPMENT

Question: Who will provide restroom paper products?

Answer: We have a contractor to supply the necessary restroom and cleaning products. The products will be ordered by the proposer from our contracted supplier using our account.

Question: Who will provide cleaning equipment?

Answer: Each of our buildings has a janitorial closet that houses the cleaning equipment and necessary supplies. All power and water to be supplied as well.

STAFFING & LOGISTICS

Question: Will there be security clearances or badging requirements for contractor staff?

Answer: Criminal and Background checks are required as stated in the RFP. Security badges will be issued by Center for building access only.

CONTRACT AND RFP INFORMATION

Question: The Scope of Work provided in the RFP states that it is for example purposes only. Could you provide the current Scope of Work?

Answer: Please see the housekeeping contract located on our website: <https://texomacc.org/tcc-contract/>

Question: Will the successful contractor be expected to transition from the incumbent contractor prior to the start date of September 1, 2026? If so, will a transition period be provided?

Answer: There will be no transition period.

Question: Should pricing be submitted as a monthly price, annual lump sum, or by facility? The RFP states vendors may submit pricing "in the format of their choice." Please confirm the preferred pricing format.

Answer: Current pricing is monthly with an annual do not exceed amount.

Question: Can the Center provide additional information on how the implementation plan will be evaluated for this janitorial contract? The evaluation criteria reference "communication projects," which appears inconsistent with the janitorial services solicitation.

Answer: The row in the chart should read "Plan Outline for Implementing the Janitorial Project".

Question: What are the performance metrics or quality assurance requirements? Will there be any liquidated damages or performance penalties?

Answer: Performance metrics would include following the Statement of Work. If issues were identified, they would be communicated to the contractor. If the issues were ongoing, it may be escalated to include a corrective action plan, withholding payment and up to termination of the contract.