



**DATE:** August 19, 2022  
**SUBJECT:** Letter of Clarification  
**RE:** Janitorial Cleaning Services Best Value Invitation to Bid  
**TO:** All Prospective Bidders

Houston First Corporation (“HFC”) issues this Letter of Clarification regarding the referenced Janitorial Cleaning Services Best Value to make certain clarifications to the Janitorial Cleaning Services Agreement (the “Agreement”) and answer questions timely received from potential bidders pertaining to the solicitation in the manner set forth below:

### **CLARIFICATIONS**

- References to the position of **Day/Night Porter** are hereby deleted from the Agreement. Defined responsibilities for such former position provided in Article 1 of the Agreement will be combined with the defined responsibilities of Housekeepers in the same Article.
- The position of **Facility Services Supervisor** is hereby added to the Agreement. The scope and responsibilities of such position shall include all of the following:
  1. Ensure good quality performance of personnel and direct staff to assigned locations and monitor breaks and lunches.
  2. Ensure proper scheduling and clocking in and out of all shift personnel.
  3. Communicate with temporary labor services on orders and scheduling matters.
  4. Account for all personnel on duty within five minutes prior to shift start time.
  5. Implement and monitor security procedures for shift personnel and comply with security procedures established by HFC.
  6. Ensure that all personnel meet required standards, including wearing approved uniforms and maintaining personnel hygiene standards.
  7. Report and document inefficient, ineffective or unsuitable personnel.
  8. Be present at event locations, or nearby during the opening of each event to ensure the staff maintains a high quality of cleaning and maintenance standards for all events.
  9. Account for all property issued to staff at the beginning and end of each shift.
  10. Coordinate staffing and execution of special requests and job work orders.
  11. Assist the Assistant Project Manager in the hiring of crew members.
  12. Order uniforms and badges for newly-hired employees.
  13. Supervise the cleaning and maintenance of special areas of the GRBCC, such as HFC offices, registration areas, ticket booths, and oversee table skirting for events.
- In light of the foregoing clarifications, a new Pricing Form has been issued and is available online. The new form is titled “**Pricing Form (Revised)**” at the top of the document.

## QUESTIONS

**Question 1:** Who is the incumbent service contractor?

Answer: Midwest Maintenance Company, Inc.

**Question 2:** What is the budget, how many hours have been billed and what are the positions?

Answer: Budget figures and facility invoice summaries are not available, though the Pricing Form is based on recent billable hours and includes positions by title.

**Question 3:** What was the awarded contract amount for the current contract?

Answer: Services are compensated based on hourly rates for work performed.

**Question 4:** Is the incumbent service provider union?

Answer: Yes.

**Question 5:** What are the minimum qualifications for this opportunity?

Answer: Please refer to the Janitorial Cleaning Services Agreement for details.

**Question 6:** Is the incumbent service contractor diversity certified?

Answer: Yes, though a Diversity Goal applies nonetheless.

**Question 7:** What is the current custodial hourly rate billed?

Answer: \$18.22.

**Question 8:** Is there office space on-site for dedicated supervision/management?

Answer: Yes. Please refer to the Janitorial Cleaning Services Agreement for details.

**Question 9:** Will the contractor be required to order and distribute custodial supplies provided by HFC?

Answer: Cleaning supplies will be purchased by HFC and are to be used by contractor personnel. Please refer to the Janitorial Cleaning Services Agreement for details.

**Question 10:** Should we include paid time off in the billable rate?

Answer: HFC will only pay the contractor selected for work hours actually performed. Bidders are asked to carefully consider the requirements of the Janitorial Cleaning Services Agreement before completing the Pricing Form.

**Question 11:** Will annual escalation be considered for cost of living?

Answer: Increases are allowable in the manner and to the extent provided in the Janitorial Cleaning Services Agreement.

**Question 12:** Will a performance bond be required?

Answer: Yes. Please refer to the Janitorial Cleaning Services Agreement for details.

**Question 13:** Can we get a copy of the current contract?

Answer: A copy of the expiring contract is available on the website.

**Question 14:** Can you please provide the Parking Facility Rules and Regulations referenced in the Janitorial Cleaning Services Agreement?

Answer: A copy of the Parking Facility Rules and Regulations has been made available on the website.

**Question 15:** Why is the position of Project Manager not included in the Pricing Form?

Answer: As noted in the Janitorial Cleaning Services Agreement, the contractor selected is to provide the Project Manager at its sole cost and expense. The current contractor provides the function as an added value to HFC.

**Question 16:** Where can we find an event calendar?

Answer: Event calendars for major facilities are available at the following links:

<https://www.grbhouston.com/attendees/events-calendar/>  
<https://www.visithoustontexas.com/theater/show-calendar/>  
<https://www.milleroutdoortheatre.com/monthly-schedule/>  
<https://www.avenidahouston.com/events/>

**Question 17:** Is there a minimum wage requirement for the Facility Services Supervisor?

Answer: Yes, \$19.00 per hour.

**Question 18:** Are vehicles, golf carts, or utility carts required to perform the services?

Answer: No.

**Question 19:** How many biometric timekeeping units are utilized?

Answer: Five Biometric clocking / TEAM software units are in use.

**Question 20:** Which company provides employee uniforms for the current contractor?

Answer: HFC understands that the current contractor uses a company called Ace ImageWear Uniform Services.

**Question 21:** Who are the incumbent diverse businesses working with the current contractor?

Answer: HFC understands that the current contractor has engaged K Staffing Incorporated and Certified Personnel LLC.

**Question 22:** Is an inventory of equipment available?

Answer: While a detailed list is not available, HFC maintains an inventory of brooms, mops, buffers, shampooers, scrubbers, and similar items. Event equipment consists of approximately 3,745 tables, 17,300 chairs, and 190 risers. To be clear, none of such cleaning or event equipment is provided by the contractor; please refer to the definition of "Cleaning Supplies" in the Janitorial Cleaning Services Agreement.

**Question 23:** Are employees allowed to launder their own uniforms currently?

Answer: No.

**Question 24:** Are employees required to pay for parking during performance of services?

Answer: No.

**Question 25:** Will the phase-in period be 90 days?

Answer: The agreement provides for a phase-in of up to 90 days; the actual period will depend on the volume of responses received and necessary approvals, anticipated to occur in October. Regardless, the new contract will go into effect January 1, 2023 and the contractor selected must be prepared to commence services fully on such date.

Letters of Clarification become a part of the Invitation to Bid automatically upon issuance and supersede any previous specifications and/or provisions in conflict therewith. By submitting their bid, Bidders are deemed to have received all Letters of Clarification and to have incorporated them into their bid.