

Office of the Mayor-President

Purchasing Division



City of Baton Rouge
Parish of East Baton Rouge
222 Saint Louis Street, 8th Floor
Room 826
P.O.Box 1471
Baton Rouge, Louisiana 70821

Philip Gore
Assistant Purchasing Director

225/389-3259 FAX 225/389-4841 purchasinginfo@brgov.com

ADDENDUM NO. 2
October 6, 2023

Your reference is directed to: **File Number: 2023-27-0910**

Solicitation Number: **2023-27-0910 RFP Janitorial Services at Baton Rouge Metropolitan Airport**

Scheduled to open: **October 12, 2023 at 2:00 pm CST**

The following changes are to be made to the referenced solicitation:

The following **Questions & Answers** will be made part of the above referenced solicitation.

This addendum is hereby officially made a part of the referenced solicitation and should be attached to the bidder's proposal or otherwise acknowledged therein.

If you have already submitted your proposal and this addendum causes you to revise your original bid, please indicate changes herein and return to Purchasing prior to bid opening in an envelope marked with the file number, bid opening date, and time. If this addendum does not cause you to revise your bid, please acknowledge receipt of the addendum by signing your name and company below and returning it in accordance with the provisions above.

cc: Bid File 2023-27-0910

pgore@brla.gov
225-389-3259 x 3279

Signature

Date

Company

RFP 2023-27-0910 Janitorial Services at Baton Rouge Metropolitan Airport

Addendum No. 2 – Questions & Answers

Question 1: On page 30 it reads in part: - “The Agency will furnish the following: (4) Paper products, i.e. toilet tissue, paper towels, hand soap, air fresheners, urinal screens and cakes, trash can liners, toilet seat covers and cleaning chemicals (also known as “consumables”).

Question(s):

- a. What cleaning chemicals will the Agency provide?
- b. Who is to provide and pay for the feminine product disposable waxed bags?
- c. Who is to provide and pay for the sand for the cigarette but receptacles?
- d. Who is to provide and pay for the batteries for the air freshener dispensers?
- e. Who is responsible for the cost and replacement of any broken or damaged dispensers?

Answer 1:

- a. **THE AIRPORT WILL PROVIDE ALL CONSUMABLE SUPPLIES (INCLUDING: CHEMICALS, PAPER PRODUCTS, AIR FRESHENERS, TRASH BAGS, BATTERIES FOR DISPENSERS, WAX BAGS FOR HYGIENE RECEPTACLES, SEAT COVERS). THIS LIST MAY VARY DEPENDING ON WHAT THE AIRPORT CHOOSES TO USE IN THE FACILITY OR ANY SUPPLY CHAIN ISSUES. THE CONTRACTOR IS RESPONSIBLE FOR ALL EQUIPMENT AND SUPPLIES AS PER THE PROPOSAL LISTED THAT SHALL INCLUDE, BUT NOT LIMITED TO: GLOVES, MOP HEADS, BROOMS, DUST PANS, LINT FREE CLEANING TOWELS, SPONGES, DUSTERS, SQUEEGEES, ETC.**
- b. **AIRPORT**
- c. **AIRPORT**
- d. **AIRPORT**
- e. **THE AGENCY WILL SUPPLY ALL OF THE ABOVE-MENTIONED ITEMS AS PER THE PROPOSAL. THE AGENCY WILL REPLACE ANY DAMAGED OR BROKEN DISPENSERS, UNLESS IT IS DETERMINED THE DAMAGE WAS DUE TO NEGLIGENCE, ACTS, OR CARELESSNESS ON THE PART OF THE CONTRACTOR.**

Question 2: On page 64 it reads in part: “Attachment E under-SCOPE OF SERVICES: The services to be rendered by the Contractor for this project **shall** “denotes mandatory requirement” be as follows: The Scope of Services is as defined per Attachment A, **attached and made a part of this agreement**”.

Then on page 33 of Attachment A it reads in part: – AS REQUESTED (usually bi-annually) “1. Wash light fixtures inside and out. There are approximately 700 light fixtures in the Airport”.

This service is not typical in a Janitorial Service scope, but rather a maintenance scope, and should/could be performed when light bulbs, ballast, or other electrical light fixture elements need replacing.

Question(s):

- a. Is this washing of the approximately 700 light fixtures, for the entire electrical light fixture, or just the light fixture diffusers, please clarify?
- b. If the answer to 2(a) is to wash the light fixture diffusers only, is it the Agency expectation for the Contractor to completely remove the diffusers, bring to a water source to wash, after washing reinstall the light diffusers, or can they be cleaned in place without removal, please clarify.
- c. Is the bi-annual washing of the approximately 700 light fixtures in the Airport a mandatory RFP requirement which shall become a contractual obligation if a contract ensues (Page 15 of the RFP)? YES or NO
- d. Is the bi-annual washing of the approximately 700 light fixtures in the Airport which is outlined in Attachment A, a Contractor performance requirement (Page 24 4.1 of the RFP)? YES or NO
- e. This service which would be incorporated into an agreement, is to be provided as noted/outlined for approximately 700 light fixtures in the Airport, as requested usually bi-annually, or twice per year, YES or NO.
- f. If the answer to 2(c) is YES, then on an annual basis, if requested by the Agency, the Contractor would be contractually obligated to wash approximately 1,400 light fixtures in the Airport, YES or NO.

- g. If the answer to 2(c) is NO, please clarify.
- h. If the answer to 2(c) above is YES, as requested, in what bi-annual (two months) will the Contractor be required to provide this service?
- i. If this service is requested, and performed more than bi-annually (two months) by the Contractor, how will the Contractor be compensated?
- j. If the answer to 2(c) above is YES, some light fixtures are high enough to require a scissor-lift. Who is responsible to pay for and provide the scissor-lift the Agency or the Contractor? Or is there a height limit/restriction that the Contractor would be responsible for?
- k. Who is responsible to replace and pay for any light bulbs needing to be replaced?
- l. Who is responsible to replace and pay for any broken or damaged light diffusers?
- m. Please provide the manufacturers recommendation for washing the entire electrical fixture and or the fixture diffuser.

Answer 2:

- a. **JUST DIFFUSERS.**
- b. **REMOVE AND WASH.**
- c. **YES**
- d. **YES**
- e. **YES**
- f. **YES**

Question 3: On page 33 – Daily Cleaning Schedule it reads in part: “Weekly 1. Dust light fixtures.”

Question(s):

- a. Is the weekly dusting of light fixtures for the 700 light fixtures (as requested usually bi-annually) mentioned on page 33 of the RFP? YES or NO
- b. If the answer to 3(a) above is NO, which light fixtures does this weekly dusting cover?
- c. How many light fixtures is the successful bidder required to dust on a weekly basis?

Answer 3:

- a. **NO**
- b. **ALL LIGHT FIXTURES 12FT AND BELOW.**
- c. **AS ASSIGNED BY AIRPORT MANAGEMENT.**

Question 4: On page 64 it reads in part: “Attachment E under-SCOPE OF SERVICES: The services to be rendered by the Contractor for this project **shall** “denotes mandatory requirement” be as follows: The Scope of Services is as defined per Attachment A, attached and made a part of this agreement”. Then on page 35 – It reads in part: Weekly: “5. Wash trash cans.”

There are approximately 110 various size trash cans throughout the terminal, including exterior cigarette receptacles. Washing requires a much different process than a wipe down or glass cleaning. Washing of trash cans will require the cans to be removed from its location, brought to a water source to be washed thoroughly and then returned to its location.

Question(s):

- a. Please clarify what is the Agency interpretation/meaning of “Wash” as it pertains to the approximately 110 various size trash cans.
- b. Is the weekly washing of the approximately 110 various size trash cans a mandatory RFP requirement which shall become a contractual obligation if a contract ensues (Page 15 of the RFP)? YES or NO
- c. Is the weekly washing of the approximately 110 various size trash cans which is outlined in Attachment A, a Contractor performance requirement (Page 24 4.1 of the RFP)? YES or NO

- d. Is it the Agency expectation that the Contractor is to remove the trash cans from its location, brought to a water source to be washed thoroughly both inside and outside, and then returned to its location for each and every of the approximately 110 various size trash cans on a weekly basis? YES or NO
- e. If the answer to 4(d) is NO, please clarify the Agency expectation.
- f. Are the exterior cigarette receptacles to be washed on a weekly basis? YES or NO

Answer 4:

- A. **TO CLEAN WITH WATER AND SOAP AND/OR DETERGENT, AND DRY WITH LENT FREE TOWEL.**
- B. **YES.**
- C. **YES.**
- D. **NO.**
- E. **TO CLEAN WITH WATER AND SOAP AND/OR DETERGENT, AND DRY WITH LENT FREE TOWEL.**
- F. **YES.**

Question 5: On page 35 – It reads in part: EXTERIOR/INTERIOR LOW LEVEL GLASS CLEANING (BELOW 15 ft.) - #3 Interior and exterior of glass across the terminal front, #6 Interior and Exterior of glass wall in executive parking garage, #7 Interior and Exterior glass of walkway from rental car building to rental car garage.

Question:

- a. Can a pressure washer be used to clean the exterior portions of the glass mentioned above? YES or NO

Answer 5:

- A. **NO**

Question 6: On page 38 – It reads in part: “Remove Spots from Carpets....After cleaning, the carpet should be free from visible spots and stains and the area should be vacuumed.”

Carpet steam cleaning, extraction, and shampooing requires a much different process than carpet spot removal.

Question(s):

- a. Is carpet steam cleaning or carpet extraction a part of this contract? YES or NO
- b. Is carpet shampooing a part of this contract? YES or NO
- c. If the answer to 6(a) and or 6(b) is YES, please clarify how often or what frequency the carpet cleaning, extraction, or shampooing should be done?

Answer 6:

- A. **NO.**
- B. **NO.**
- C. **N/A.**

Question 7: On page 27 – It reads in part: “PERFORMANCE OF SERVICE “Should the performance fall below the levels specified in this document, the Contractor will receive written notice as to such defects and a prorated fee will be deducted from the monthly invoice.”

Question(s):

- a. Will the contractor be given sufficient written notice by the Agency, specifying with particularity which defects needs to be corrected, and allowed a reasonable opportunity and time frame to begin in good faith to correct, cure, or resolve the janitorial service defects and therefore proceed diligently to complete such correction according to the contract terms and conditions? YES or NO
- b. If the answer to 5(a) is YES, what is the reasonable time frame the contractor will be given by the Agency to provide a positive approach or plan of action to correct, cure, or resolve any janitorial service defect according to the contract terms and conditions?
- c. Please describe how and what formula the Agency would use, to determine based upon the specific janitorial service defect which cannot be corrected, a prorated fee deduction from the Contractor’s monthly invoice, after the reasonable opportunity and time frame to correct, cure, or resolve the janitorial service defect according to the contract terms and conditions.

Answer 7:

- A. **YES**
- B. **IF A WRITTEN DEFICIENCY / COMPLAINT REPORT IS FILED, THE CONTRACTOR HAS TEN (10) DAYS FROM THE WRITTEN NOTICE TO CORRECT THE ISSUES. IF NOT CORRECTED BY THEN, THEN A SECOND REPORT IS FILED AND THE CONTRACTOR THEN HAS FIVE (5) DAYS TO CORRECT. IF THE ISSUES STILL EXIST A THIRD REPORT IS FILED AND THE CONTRACTOR HAS ONE (1) DAY TO CORRECT OR FACE IMMEDIATE TERMINATION. AS WAS EXPLAINED IN THE MEETING, ANY ISSUES WILL BE ADDRESSED WITH THE CONTRACTOR TO ATTEMPT A CORRECTION / RESOLUTION BEFORE ANY REPORTS ARE FILED. AS SUCH THE CONTACTOR IS EXPECTED TO WORK WITH THE AGENCY TO SOLVE ANY AND ALL ISSUES TO AVOID THE REPORTING PROCESS.**
- C. **VARIOUS FORMULAS USED DEPENDING UPON THE SITUATION.**

Question 8: On page 29 it reads: “SPECIAL NOTICE: If any services are not in conformity with the requirements of the contract, the Owner shall have the right to (a) require the Contractor to immediately take necessary steps to perform the services in conformity with the requirements of the contract; **and** “in addition to” (b) make monetary deductions based on the value of the defective area to reflect the reduced value of the services performed.”

Question(s):

- a. Will the Contractor be allowed the opportunity to identify the source or root cause of the non-conformance, before a monetary deduction? YES or NO
- b. Will the Contractor be given an opportunity to take reasonable steps to ensure that compliance is followed, and correct any non-conformance when the correction can be accomplished within the next service delivery schedule, or by an agreed upon specific date, before a monetary deduction?
- c. Please describe how the Agency would identify the value or monetary deduction, of the defective area to reflect the reduced value of the services performed.

Answer 8:

- A. YES
- B. THE AIRPORT MAKES EVERY EFFORT TO WORK WITH THE CONTRACTOR BEFORE ANY DEDUCTIONS ARE TAKEN THOUGH ALL ISSUES ARE FORMALLY DOCUMENTED FOR POSSIBLE DEDUCTIONS AT A LATER DATE (IF APPLICABLE).
- C. VARIOUS FORMULAS USED DEPENDING UPON THE SITUATION.

Question 9: On page 40 it reads in part: “Wet Cleaning/Scrubbing Non-Carpeted Floors....Where applicable, a riding or walk-behind auto-scrubber may be used. The neutral detergent solution shall be applied to the entire floor and the floor shall then be scrubbed. The solution shall be picked up by using a mop and mop bucket or removed by the auto-scrubber.”

Question(s):

- a. Is auto-scrubbing of non-carpeted floors a part of this contract? YES or NO
- b. If the answer to 9(a) is YES, is the successful bidder required to always have a riding or walk-behind auto-scrubber on site? YES or NO
- c. If the answer to 9(a) is YES, what hours or time should the auto-scrubbing be done, during the 1st. shift, or the 2nd. shift?
- d. If the answer to 9(a) is YES, and auto-scrubbing is part of this janitorial service contract, the required minimum of 4 janitorial staff, from 6:00 am – 12:00 am (page 25) is not sufficient to provide janitorial service and auto-scrubbing of non-carpeted floors. Will the number of minimum janitorial staff and minimum man hours required in an 18 hour period be increased?
- e. Is grout cleaning a part of this contract? YES or NO

Answer 9:

- A. NO.
- B. N/A
- C. N/A.
- D. N/A.
- E. AS IT PERTAINS TO DISINFECTION AND GENERAL CLEANING.

Question 10: On page 40 it reads in part: “Clean Light Diffusers-Defined as the removal, and reinstallation of light diffusers. The area covered by the diffuser shall be damp-wiped and fluorescent tubes shall be dry-wiped to remove all visible dust and soil.....” This service is not typical in a Janitorial Service scope, but rather a maintenance scope, and should/could be performed when light bulbs, ballast, or other electrical light fixture elements need replacing.

Question(s):

- a. Is the cleaning of light diffusers and fluorescent tubes a part of this contract? YES or NO
- b. If the answer to 10(a) is YES, which/how many terminal light diffusers will need to be cleaned?
- c. Are these light diffusers for the approximately 700 light fixtures to be done “as requested-usually bi-annually” identified on page 33? Please clarify.

Answer 10:

- A. YES DIFFUSERS AND NO TO TUBES.**
- B. SEE PREVIOUS ANSWERS**
- C. SEE PREVIOUS ANSWERS**

Question 11: On page 33 it reads in part: “MONTHLY (2) Wash air diffuser and return vents.” Then on page 35 it reads in part: “MONTHLY (1) Clean air diffusers and return vents.”

Question(s):

- a. How many air diffusers are there in the terminal and other service areas?
- b. How many return vents are there in the terminal and other service areas?

Answer 11:

- A. APPROXIMATELY THREE HUNDRED.**
- B. APPROXIMATELY 12 TO 24.**

Question 12: On page 16 it reads in part: “1.30 Insurance Requirements-The certificates are to be received and approved by the City-Parish before work commences.” Then on Page 26 it reads in part: The Contractor will procure insurance as per attached insurance requirements, and shall show evidence of such Insurance in the form of Certificates of Insurance prior to the contract beginning.” Then on Page 29 it reads in part: “Insurance Requirements: Contractor’s insurance certificate must be submitted and approved prior to the implementation of the contract and kept current throughout the term of the contract.”

Then on page 51 (Which is in conflict) with the above it reads in part: “NOTE TO PROPOSERS: 1) Submit evidence of these insurance Requirements with all required information set forth in the solicitation documents as your proposal.”

Question:

- a. Is the Contractor Insurance Certificate to be presented before the contract beginning, or with the Contractor submitted proposal on October 12, 2023 at 2:00 PM, CST?

Answer 12:

- A. BEFORE THE CONTRACT BEGINNING.**

Question 13: On page 28 it reads in part in part: “SECURITY – The contractor shall be responsible for, at its own expense, obtaining the proper security, fingerprinting (\$50.), training, Renewal fee (\$30.), badges (\$30.) to access the restricted areas...”

Question:

- a. Will the Agency provide these security requirements for each contractor employee, and invoice the contractor?

Answer 13:

A. YES AND NO. ALL FEES MUST BE PAID AT THE TIME OF APPLICATION.

Question 14: On page 35 it reads in part: “Additional Areas to be covered on Weekends only (All areas to be serviced twice daily).”

Question:

- a. Are the Airline/TSA Operations and the Airport Operations to be services seven (7) days a week or two (2) days per week on Saturday and Sunday?

Answer 14:

A. SEVEN DAYS A WEEK.