

ADDENDUM 3

DATE: June 27, 2018
PROJECT: Housekeeping Services
RFP NO: 744-R1810 Housekeeping Services
OWNER: The University of Texas Health Science Center at Houston
TO: Prospective Proposers

This Addendum forms part of and modifies Proposal Documents dated, May 25, 2018, with amendments and additions noted below.

1. **Exhibit Eight – REVISED**

Please use Exhibit Eight – REVISED for bidding purposes at HCPC.

2. **Questions & Answers**

Question 1:

Are there any Day Porters required for any of the Clinics listed in section 6.2 of the pricing page? Specifically the RBJ Sugarland and RBJ Richmond facilities?

Answer 1:

In the UPB facility; only day porters who clean the common areas of the building and some assigned suites which have security. For the UT Physician; Cinco Pedi and Cinco Ranch share a day porter that will be starting in about a week. RBJ Richmond has one now but will not get one in the future.

Question 2:

In one of the Exhibits, there are minimal production rates, but not one listed in Exhibit One. Does the University have a minimum rate of production for Exhibit One buildings?

Answer 2:

If none listed; then answer is 'No'.

Question 3:

Total value of the current contract?

Answer 3:

While I cannot provide you with the exact estimate; a 5-year agreement will exceed \$15 million dollars.

Question 4:

Exhibit 9 UT Physician clinics physical locations?

Answer 4:

The locations are listed on page 4 of the exhibit.

Question 5:

Are our employees required to get any type of shots to work in the facilities?

Answer 5:

HCPC requires TB test upon hire and annual follow-up. The other locations do not require this test.

Question 6:

What is the current cleanable sq. footage for each of the facilities? Is what was given cleanable? Are there any unused areas?

Answer 6:

See Exhibit 10 for that information. Yes. Not in exhibit.

Question 7:

Is there an APPA standard for cleaning at each location?

Answer 7:

No.

Question 8:

Are there any special chemicals needed to be used?

Answer 8:

The contractor is expected to order appropriate chemicals to maintain the building and keep sufficient supply on hand. Blue foam for waterless urinals at the UCT building are required.

Question 9:

Can you describe the most important quality in the selected contractor (Service or Price)?

Answer 9:

Both aspects are important to the University and you should strive to balance both aspects. As indicated in the RFP document; service has a 40% weight in the evaluation criteria vs. price with a 20% weight.

Question 10:

Can you provide the current HUB that is performing the facility service?

Answer 10:

The current Contractor is not a State of Texas HUB vendor.

Question 11:

What is the parking fee associated with each location?

Answer 11:

The exact amount varies but most are \$12 per day.

Question 12:

Are we required to have cobranded uniforms?

Answer 12:

The contractor employees should wear Contractor supplied uniforms – no co-branding.

Question 13:

Is there a fee for the ID cards that we would be using?

Answer 13:

Every employee is required to have a University Contractor ID card visible on person at all times; the one-time fee per employee is \$15.

Question 14:

With the Holiday on the 4th and being required to have the proposal on July 6 – will there be an extension for the Holiday?

Answer 14:

No.

Question 15:

The contractor is responsible for re-keying locks. Can you describe the key management system used as it pertains to the contractor?

Answer 15:

At HCPC, keys are supplied by the building to the Contractor. HCPC manages the keying of locks. HCPC does not charge for keys issued to new employees. HCPC facilities department requires access to all areas of the facility that are used by the housekeeping Contractor. For UT Physicians; since it's for cleaning you are provided a master key and a security code. You should advise us if any keys are lost or if an employee that leaves doesn't return it. We key our own locks. For all other UTHealth facilities; if a key is lost; the cost of re-keying is paid by the Contractor.

Question 16:

If we leave an office door unlocked or a light on, there is a charge of \$50 for each occurrence. Has the current contractor paid any of these charges?

Answer 16:

For HCPC; no charges in the past. HCPC will work with Contractor to ensure problems are addressed. For UT Physicians this will be implemented since the owner is contacted by phone from alarm company if the alarm is not reset.

Question 17:

Are all employees assigned to HCPC required to take a 2-day training class?

Answer 17:

All Contactor employees assigned to work at HCPC are required to complete a one-day orientation class the first week they are on site. HCPC presents the orientation material. HCPC Contractor staff must participate in annual follow-up training that will take approximately one day. The Contractor is responsible for ensuring the staff receives the training. In the past, the Contractor has presented HCPC training material to the Contactor's staff. Records of training are required.

Question 18:

Can you provide the square footages of the cGMP Group, 1941 E. Road and 6431 Fannin Street (page 17 of 18 in RFP)?

Answer 18:

For the MSB suite located at 6431 Fannin Street - (MSB6.624) there are three suites; the total square footage of cleanable space is approximately 720 square feet. For the BBS suite located at 1941 East Road – (BBS6.302, 6.304, 6.306, 6.308, 6.310, 6.312, 6.314, and 6.318) there are 13 suites; the total square footage of cleanable space is approximately 1,849 square feet.

Question 19:

At the Prairie View A&M garage, what is the square footage for this garage?

Answer 19:

The cleanable space at the garages is limited to the office area where the security guard is stationed. The garage areas where vehicles park is not cleaned.

Question 20:

Exhibit One, Item C - The first paragraph includes cleaning supplies as being furnished at cost + a percentage mark-up. The list in Exhibit 1 and on Schedule 1, only shows paper, plastic, soap, sanitary bags, etc. Are the cleaning products (i.e. disinfectants, general cleaner, window cleaner, sealer, etc.) included in the supply at cost + a mark-up?

Answer 20:

Yes, if required for the specific location in question. At HCPC any and all materials furnished are charged at cost + markup.

Question 21:

For the Parking Garages; is there a SOW for the garages?

Answer 21:

No; the cleanable space at the garages is limited to the office area where the security guard is stationed. The garage areas where vehicles park is not cleaned.

Question 22:

Can you list the garages and the square footage for each? Is this square footage included in Exhibit 10?

Answer 22:

The cleanable space at the garages is limited to the office area where the security guard is stationed. The garage areas where vehicles park is not cleaned.

Question 23:

RFP, Page 16 of 18, the REC is open 7 days per week and Exhibit 7 shows a requirement for day porters on Saturday and Sunday as well as holidays. Will there be a change to the document?

Answer 23:

No.

Question 24:

HCPC, Exhibit 8- Is it a requirement to have (at a minimum) an English Speaking Lead present 24/7/365 days per year?

Answer 24:

Yes, there must be English speaking personnel on site. The Contractor is expected to provide staff that can communicate with Nursing and Facilities personnel in English. The housekeeping staff will also interact with patients while cleaning the rooms. The ability to communicate in English ensures Contractor safety and supports efficient operations. During Joint Commission Accreditation surveys, housekeeping staff members are asked questions in English. The hospital is cited for staff's inability to communicate in English.

Question 25:

At HCPC, will the building provide the BBP response kits?

Answer 25:

BBP response kits are Contractor's responsibility.

Question 26:

Will UTHSDC-Houston be able to provide the square footage associated with the “Housekeeping Space Types” i.e. corridors, labs, restrooms, etc. for each building?

Answer 26:

We do not currently have that information available in that level of detail. The square footage information given in the exhibit is total cleanable space for that particular facility.

Question 27:

Is there any such thing as free parking in the Medical Center area? Should we assume everyone will need to pay for parking in the Medical Center Area? Do Contractor employees obtain a parking discounted rate?

Answer 27:

There are Contract parking lots for most of our buildings and the fee is discounted from the daily rate. All University employees and Contractors pay to park; there is no free parking on campus.

Question 28:

Is there free parking at all the other Houston Area Locations?

Answer 28:

All UT Physicians clinics have free parking to our knowledge as they are off-site.

Question 29:

The wage rates across Houston have been driven higher by union workers to \$12.00 minimum plus benefits. Are there any union workers in these buildings?

Answer 29:

No.

Question 30:

Should we assume that the general public moves through these buildings and use the common areas, eating areas, restrooms and the paper products at will?

Answer 30:

At the UPB; only during normal business hours M-F. At HCPC the public has unlimited access to the front lobby restroom. All other restrooms have controlled access. HCPC has a low volume of public visitors. Other UTHealth facilities have some public access such as patients, Contractors, and supplier personnel.

Question 31:

Does the UT Police provide badges and perform the background checks to ensure that employees are legal to work in the U.S., have a valid social security number, do not have criminal records and are given a drug test? If so, how long does it take to process these badging and background checks?

Answer 31:

The Contractor is responsible for conducting background checks and supplying results to the Owner. The Contractor employee obtains badges by purchasing them from the badging office at UCT.

Question 32:

Does UTHSDC-Houston suggest or mandate that the Day Persons are English speaking?

Answer 32:

An English speaking supervisor at the location is indicated to ensure that employees can effectively communicate with the Housekeeping staff.

Question 33:

Page 18 of 18, 6.4 Please define the supplies that will be included in this section. Does this include cleaning supplies as well?

Answer 33:

HCPC only pays for consumable janitorial supplies (cleaners, paper goods, deodorizers). We do not pay for housekeeping carts and equipment (brooms, mops, dustpans, floor cleaning machines etc.). We do not reimburse for office supplies used by the Contractor.

Question 34:

If a Contractor intends to bid on and service the two smallest segments and not bid on the largest segments, will a \$500,000 performance bond be required?

Answer 34:

No; we will determine a Performance Bond amount during negotiations; but you should expect some bond.

Question 35:

We don't see the Sarofim Research Building (SRB) on the site visit schedule. Will the bidders have the opportunity to tour that building? .

Answer 35:

It is the IMM building.

Question 36:

Since this is a public bid do we have the opportunity to see the pricing from the last bid?

Answer 36:

No; once we post a formal solicitation; that information is not available.

Question 37:

Approximately, how many exam rooms are there in the UT Physicians Group facilities?

Answer 37:

We do not have an accurate count at this time.

Question 38:

At the UTP Webster CV Surgery Center, what specific surgeries are being performed, how many cases daily, and how many surgical suites?

Answer 38:

These are small in clinic procedures; we do not have the number available at this time.

Question 39:

At the UT Physicians Group locations, are there specialty services, or are these primarily “convenient care” facilities?

Answer 39:

There are multi-specialty clinics and single specialty clinics. The UT Physicians website could answer questions as to details.

Question 40:

Are the University Housing cleans just “turn” cleans? (Move out cleaning)

Answer 40:

For the apartments; typically this is the case. The Leasing Office is as indicated.

Question 41:

At the Medical School building, do you have any specific clinical space other than the Human Structural Facility?

Answer 41:

In suite G605; there is approximately 523 square feet of cleanable space.

Question 42:

What specific areas other than the “clean rooms” and “surgical center” will require terminal cleans?

Answer 42:

None.

Question 43:

Will any biohazard medical waste be required to be handled at any time? (Transported from one location to another) If so, what specific waste will be transported?

Answer 43:

No; these services are provided by another Contractor.

Question 44:

At HCPC, what are the specifics regarding terminal clean requirements?

Answer 44:

Perform High Dusting; Clean ledges & Sills; Empty trash (paper bags); Clean bed frame; Disinfect mattress; Cleans desk & chairs; Spot Clean walls; Dust mop floor; Wet mop floor; Clean door, and door hardware; Clean rest room (only 12 private restrooms in facility).

END OF ADDENDUM 3