

Addendum #2- Responses to Requests for Information

Request for Proposals #1759-19

Addendum Posting Date 4/11/2019

Note: If similar questions were received by multiple parties, questions were combined to form one question representing intent and answered below.

- 1) Am I correct in thinking that you will supply all equipment and materials needed for the substitute custodians. Also, who is responsible for the uniforms they wear?

Answer: All materials and equipment will be supplied by EHPS. Contractors are to provide their employees with uniforms displaying their company logo. Uniforms must be approved by EHPS.

- 2) Can you please indicate what the start date (or estimated start date) of services shall be?

Answer: Estimated start date June 1, 2019.

- 3) Can you please indicate what the TERM of this contract shall be?

Answer: As stated in the RFP "Instructions to Responders" Section 1.15 below. EHPS's fiscal year begins 7/1.

1.15 The term of contract shall be at least Three (3) full fiscal years. If mutually agreed between East Hartford Public Schools and the Contractor, the contract may be extended under the same terms and conditions for two (2) additional twelve month periods.

- 4) Can you please confirm that, if the TERM of this agreement is greater than 1 year, that the contractor will be able to adjust its billable hourly rates in accordance with increases in its UNION employees' rates of pay and benefits?

Answer: No.

- 5) In regards to the following requirement section of the RFP:

"Ability to provide at least (6) additional Janitorial Personnel within (2) hours of notification by EHPS. Under normal circumstances, EHPS will give the firm notice of required additional personnel at least 24 hours in advance of shift start."

- Can you please provide guidance as to when and/or how often EHPS would require additional staffing above the baseline 4 FTE's (e.g. more likely at a specific time of the year or during known events etc.)?

Answer: There is no way to accurately forecast this demand as it is usually based on employee absences, which fluctuate without pattern throughout the year.

- Can you provide any guidance or rough estimates as the total number of "additional" hours per year that the EHPS will require staffing above the baseline staffing of 4 FTE's?

Answer: There is no way to accurately forecast this demand as it is usually based on employee absences, which fluctuate without pattern throughout the year.

- Can you please describe examples of the “abnormal” circumstances under which EHPS would provide 2 hours’ notice for additional staffing vs. providing 24 hours’ notice?

Answer: Sudden, unexpected call-outs of district personnel.

- Can you please provide any other guidance as to predicting when and/or how often EHPS would provide 2 hours’ notice vs. 24 hours’ notice (e.g. more likely at a specific time of the year or during known events etc.)?

Answer: Sudden, unexpected call-outs of district personnel. This situation rarely occurs, usually less than ten times per year.

- 6) Can you please clarify if any staffing will be required on holidays?

Answer: No staffing is required on holidays

- If yes, can you please clarify exactly on which holidays staffing will be required and to what extent (e.g. 4 baseline FTE’s or possibly more employees up to and including the additional 6 FTE’s)?
- If yes, can you also please clarify if the contractor will be able to invoice at a higher hourly rate for hours worked on holidays (i.e. above the baseline rate submitted on Appendix A of the RFP)?

- 7) In regards to the following requirement section of the RFP:

“Firm must provide all training required of school janitorial services workers, including Bloodborne Pathogens, Mandated Reporter, Asbestos Awareness, Hazard Communication, etc. EHPS will allow the firm’s employees who are normally assigned to the EHPS account to attend EHPS sponsored training events.

- Can you please clarify/elaborate on the “EHPS sponsored training events” insofar as how often they take place, the subject matter they will cover, if they will count towards the required training, if they occur during or outside of work hours, any associated cost for contractor’s employees to attend, etc.?

Answer: EHPS holds an annual department-wide training (during normal working hours) which covers the topics above. It is preferred that vendors provide their own training, but EHPS will open the event to the contractor’s employees that are currently assigned to EHPS.

- 8) Can you please specify which forms from the RFP, in addition to the pricing page and references page, are required to be submitted WITH the Proposal vs. those that will need to be completed upon contract award?

Answer: As stated in the RFP:

Proposals

Firms must provide **ALL OF** the following in their responses to this RFP:

1. General information and company history
2. Describe at least (3) examples of client accounts currently serviced with the same scope of services as listed in the "Required Services", and provide a reference (Name, Organization, Phone Number) for each
3. Resumes for individual(s) who will be assigned to manage service delivery to EHPS
4. **Explain the firm's approach to working in educational or professional occupied facilities.**
5. Pricing submitted using "Appendix A- Pricing"
6. Completed required submittal forms as outlined in this RFP.

9) In regards to the following information section of the RFP:

"Normally, the shift where coverage is required is 2:30PM-10:30PM Monday through Friday. However, there are certain times of the year where coverage may be required for the 7AM-3PM shift as well."

- Can you please provide more details about how often and for what duration of time the shift would change from the PM shift to the AM shift? Is it only certain (predictable) times of the year (e.g. during summer break cleaning) or can the shift change throughout the year?

Answer: Possibly during school vacations and summer break.

- Can you please clarify if, during those times when the 7AM-3PM shift will be required, is this in LIEU OF, or in ADDITION TO the staff who will be on the 2:30-10:30 shift?

Answer: Can be either.

- How much notice will our employees get for the change in shifts?

Answer: Flexible, usually months in advance.

- Does the EHPS expect that the same employees who are on the "normal" 2:30PM-10:30PM shift will be available to work the 7AM-3PM shift?

Answer: Preferred but not required

10) In regards to the following information section of the RFP:

"No work shall be performed at an overtime rate, and employees regularly assigned to EHPS will not work more than 40 hours per week."

- Can you please clarify if employees who are NOT "regularly assigned" to the EHPS (such as those potential +6 employees) will be subject to overtime and/or working more than 40 hours per week?

Answer: NO work under the agreement will be overtime.

- If yes, can you please verify that the contractor will be able to invoice the EHPS at a higher hourly rate for OT hours worked (i.e. above the baseline rate submitted on Appendix A of the RFP)?

11) How many weeks per year will you need 10 staff members?

Answer: Rarely will 10 staff members be required, but it may be possible a few times per year.

12) Will Non Union Contractors be considered?

Answer: Yes

13) What is the average hourly rate for your employees?

Answer: Governed by union contract. This information is not relevant or material for companies to respond to this RFP.

14) What is the annual PTO time allowed for your employees?

Answer: Governed by union contract. This information is not relevant or material for companies to respond to this RFP.

15) What is the average tenure for your employees?

Answer: This information is not relevant or material for companies to respond to this RFP.