

**OHIO TURNPIKE AND  
INFRASTRUCTURE COMMISSION**  
682 Prospect Street  
Berea, Ohio 44017

**ADDENDUM NO. 1**

**REQUEST FOR PROPOSALS FOR  
JANITORIAL SERVICES  
AT THE MIDDLE RIDGE AND VERMILION VALLEY  
SERVICE PLAZAS**

**AGREEMENT 2016 SP-5 JS**

ISSUE DATE:

January 15, 2016

FACILITY TOUR & PRE-BID CONFERENCE

9:30 A.M. (Eastern) on February 2, 2016

INQUIRY END DATE:

5:00 P.M. (Eastern) on February 5, 2016

OPENING DATE:

5:00 P.M. (Eastern) on February 19, 2016

**ATTENTION OF RESPONDING CONTRACTORS IS DIRECTED TO:**

ANSWERS TO QUESTIONS THROUGH END OF INQUIRY PERIOD

-AND-


REVISIONS TO CONTRACTOR'S EXHIBIT 3


Areas of Responsibility – Personnel and Supervisory Staff

-AND-

PRE-PROPOSAL MEETING MINUTES & SIGN-IN SHEET

Issued by the Ohio Turnpike and Infrastructure Commission February 9, 2016.  
Issuance authorized by Andrew Herberger, Manager of Service Plaza Operations, and  
Mark R. Musson, Director, Contracts Administration.

  
\_\_\_\_\_  
Andrew Herberger                      2-9-16  
Date

  
\_\_\_\_\_  
Mark R. Musson                      2/9/16  
Date

**ANSWERS TO QUESTIONS THROUGH END OF INQUIRY PERIOD**

**Q#1 What is the total square footage of the areas that will require custodial services?**

*A#1 The interior square footage for the plazas' interior Areas of Responsibility are called out in Exhibit A-2 and Exhibit A-3 of the RFP. Please note that a significant portion of the Areas of Responsibility include the exterior portions of the properties (up to the property lines) as defined in Exhibit A-1. Specifically, Middle Ridge occupies approximately 24.9 acres (including structure, grounds, lanes and parking areas). Vermilion Valley occupies approximately 24.6 acres (including structure, grounds, lanes and parking areas).*

**Q#2 What I need please is the total cleanable space for each opportunity in order to bring to my team. I do have the SOW on each of these though unsure of total square feet per opportunity. Even a ball park figure will help me move information to necessary leaders.**

*A#2 See the response to Q#1.*

**Q#3 Please provide the current Janitorial Service pricing for Middle Ridge and Vermillion Valley Plazas and Blue Heron and Wyandot.**

*A#3 SP-5: Middle Ridge/Vermilion Valley, Janitorial Services Pricing:*

*May 1, 2014 to Dec. 31, 2014:*

*\$25,375 per month/per plaza*

*Jan. 1, 2015 to present:*

*Middle Ridge - \$25,961 per month/per plaza*

*Vermilion Valley - \$25,967 per month/per plaza*

*SP-3: Blue Heron and Wyandot; Janitorial Services Pricing*

*Jan. 1, 2015 to present:*

*Blue Heron \$25,953 per month*

*Wyandot \$25,965 per month*

**Q#4 Can you please provide the total number of dumpster's we are responsible for Vermillion and Middle Ridge plazas and who provides the current dumpster services.**

*A#4 The Selected Contractor is obligated to provide adequate dumpster space for collecting and containing waste materials generated from its Areas of Responsibility. The Commission does not specify the number or volume required; however, the Selected Contractor is obligated to proactively adjust the number of dumpsters or frequency of pickups as conditions require. See PART 2 – SCOPE OF SERVICES at Section G., Paragraphs v and vi. of RFP. Due to space restrictions, the number of on-site dumpsters should be kept to the minimum number in order to meet standards and requirements.*

*The Commission makes no representation of the appropriateness of the information provided below from a third party. The statement is believed to be accurate and merely provided for informational purposes only. Responding Contractors are solely responsible for whatever significance, if any, they attach to the following:*

*As of January 2016, there are four dumpsters per plaza provided by Allied Waste for the janitorial contractor. The number of pickups varies by plaza volume, usually 1 to 2 times per week. The number of dumpsters is dictated by the frequency of pickups and seasonal plaza volume.*

**MODIFICATIONS TO THE RFP**

Contractor's Exhibit 3 concerning the Areas of Responsibility for the Contractor's Personnel and the Contractor's Supervisory Staff are deleted in their entirety and replaced with the attached revised versions dated February 4, 2016.

**Receipt of Addendum No. 1 to the RFP for Agreement 2016 SP-5 JS is hereby acknowledged:**

\_\_\_\_\_  
(Firm Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed Name)

Date: \_\_\_\_\_

**CONTRACTOR'S EXHIBIT 3  
SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

**AREA OF RESPONSIBILITY: CONTRACTORS PERSONNEL**

TASK	STANDARD	MIN. FREQUENCY
Staffing levels and Male/Female requirements are reasonably met with limited shortages, unless approved in writing by the Commission	Staffing levels and M/F requirements as proposed by Contractor and accepted by Commission are being reasonably met. Shortages are addressed in a timely manner.	Constantly
General staffing is in accordance with Staffing Plan and Contract requirements	Hourly staff assigned to the Agreement do not serve as or perform Management or Supervisory functions while working as general staff.	Constantly
Contractor Personnel assigned to the facilities are properly trained.	Contractor staff are fully trained and capable of performing assigned cleaning and janitorial tasks.	Constantly
Proper uniforms being worn (neat and clean).	Uniforms should be of normal general order approved by janitorial company.	Constantly
Company name visible on uniforms and equipment.	Uniforms and equipment are identifiable by company logo and or name.	Constantly

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**AREA OF RESPONSIBILITY: CONTRACTOR'S SUPERVISORY STAFF**

<b>TASK</b>	<b>STANDARD</b>	<b>MIN. FREQUENCY</b>
Contractor's Management and Supervisors regularly monitor janitorial operations, quality control and staffing.	Meets staffing plan as proposed by Contractor and accepted by the Commission. On-site Contractor management and supervision is adequate and standards are being reasonably met on a consistent basis.	To meet Standards
Contractor's Supervisor meets with Commission's Plaza Manager to review Janitorial operations and plans.	A regular meeting is held addressing performance, duties and projects.	Weekly
Verify MSDS sheets are available for all products used, containers used for cleaning products are labeled appropriately.	Match the chemicals received from invoicing and verify the MSDS booklet. All should have specific MSDS forms. Dispensers have company manufactured chemical labeling. No handwritten labels.	Upon receipt of Supplies
Commission's Manager and Contractor review equipment supplies and replacements.	Refer to the Annual Plan requirement of the contract.	Semi-annually
Meet with Commission's Plaza Manager to review and sign off on monthly hour billing reports.	Monthly hours billing report verified and signed by both OTC and Janitorial supervisory representative.	Monthly

JANITORIAL SITE VISIT AND PRE-BID MEETING SIGN-IN SHEET  
 PLAZA: VERMILION VALLEY SERVICE PLAZA  
 DATE/TIME: TUESDAY, FEBRUARY 02, 2016 9:30 A.M.-12:00 P.M.

NAME	COMPANY	PHONE	EMAIL
Valerie K Brown	Daisy Fresh Clean, LLC	267-554-8932	Valerie.K.Brown@rodrunner.com
Chris Hattery	Weaver Industries	3309909661	chattery@weaverindustries.org
ANDY STEINBRUNNER	JAN-PRO OF GREATER CLEVELAND	(440)591-8860	andy.steinbrunner@jan-pro.com
Amy Runge	RT Runge Company	419-740-5781	arunage@rprunage.com
Teresa Kemberger	RT Runge Company	419-740-5781	tkemberger@rprunage.com
Erin Renee Griffith	Summit Building Services	330-802-5708	egriffith@summitbuilding-services.com
Jay Gibson	Dove Building Services	614-299-4766	jgibson@dovels.com
Vern Gibson	Dove Building Services	614-299-4766	vgibson@dovels.com
David Sokolowski	ADW INC	440-845-9211	ADW2273@stcglab.net
Steve Lesko	Crystal Clear Bldg	440-439-2288	smlesko@crystalclearbuilding-services.com

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JANITORIAL SITE VISIT AND PRE-BID MEETING SIGN-IN SHEET  
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 DATE/TIME: TUESDAY, FEBRUARY 02, 2016 9:30 A.M.-12:00 P.M.

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NAME	COMPANY	PHONE	EMAIL
Bob Lesko	CRYSTAL CLEAR BUILDING SERVICE	440-439-2288 330-592-6144	NRESKO@CRYSTALCLEAR BUILDINGSERVICES.COM
Gene Freeman Brandon Dingus - Roger Roesch	WOSTON CLEANING SERVICE LLC RRB'S SERVICES LTD	216-548-4271 419-627-0356	wostoncleaning.serv@att.net rrbs1tx@yahoo.com

# Janitorial Pre Bid Meeting VVCR

2/2/2016 Middle Ridge/ Vermilion Valley Janitorial RFP

9:30 am Facility Walk Through

Attending: Daisy Fresh Services, Weaver Industries, Jan Pro, RJ Runge, Summit Building Services, Dove Building Services, RB Services, Crystal Clear, Westin Cleaning and ADW. Drew Herberger, Dana Brown, David DeFlorentis, Mark Musson and Dave McLellan.

10:30 meeting

Scope of Services, RFP Overview and Questions:

1. Review the blue book including: Please read it and be familiar with the requirements;
  - Areas of responsibility;
  - Schedule of services and standards;
  - Statistical data should be reviewed by month to determine volume levels etc.;
  - Staffing Plan. Use template to outline minimum staffing; Managers/supervisors are not included in general staffing;
  - Scheduled Functions;
  - Management and supervision requirements; Proactive management/expectations defined.
2. Events
3. Furnishing of Equipment, Material and Supplies; Requirements
4. Deliveries; Access Gate, Issuance of Transponders, not issued to Sub-contractors.
5. Snow Removal; OTIC and Contractor responsibilities
  - a. Snow removal sidewalks and door entrances. All sidewalks need to be done by janitorial company. Sunoco handles snow under the canopy, Turnpike handles snow in the lots.
6. Trash Hauling/Responsibilities; Managed
7. Recycling
8. Floor Mat Requirements/Adjustments
9. RV Parking Area
10. Annual Plan/Quarterly Meetings; Expenses eligible for Price Adjustment
11. Parking and Non-Revenue Privileges
12. Access Cards; Issuance and Inventory
13. Residential considerations for Middle Ridge plaza
14. Evaluations: Contractors exhibit #3 is included in blue book.
  - a. We manage to a standard using the schedule of services and standards.

QUESTIONS: Scope of Services

- A. Basement floors waxed? No.
  - B. Burnishers: Propane storage. Evening work.
  - C. High/Top windows: Safety barriers, methods.
- 
15. MR/VV busiest plazas on the road. Review comparative sales and traffic information.
  16. Part 2 section C, staffing plan requirements to submit the staffing plan. Supervisors and managers are not part of the staffing plan.

Proposal Requirements reviewed by Contracts Administration.

1. Proposal Guarantee. Performance Bond 50% of the accepted price proposal;



2. Price Proposal; Per plaza or both; counter proposals; accessibility to smaller companies;
3. Technical Requirements;
4. Narrative response with Contractors exhibit #1;
5. Key individuals on all levels including an org chart and key players on property;
6. Exhibit 2 and Exhibit 3 are included in the blue book. Excel files to be emailed as requested;
7. Timeline of routine and non-routine services;
8. Exceptions or concerns;
9. Non-collusion;
10. Good faith DBE;
  - a. All firms need to submit the demonstration of good faith efforts on DBE and MBE obligations on page 53. Defines what good faith efforts are. Partnerships and efforts to potentially sub with appropriate companies. Six questions outlined in detail;
11. Signed Acknowledgement Form;
12. Questions need to be emailed and are then responded to via email to all companies;
13. Submit best proposal. Quality and service then price;
14. Inquiry for RFP. Reviewed all deadlines with the group;
15. Performance bond;
16. Employment data sheet;

QUESTION: Proposal guarantee amount

17. \$25,000 is the proposal guaranty regardless of single or both plazas bid on.
18. Good faith partnering on MBE/DBE

GENERAL:

19. Segregation Plan.
20. Operations commence midnight May 1st, 2016.
21. Target Award Date: March 21, 2016 Commission Meeting
22. Mention of SP-3 RFP; Site visit schedule

Question: Supplies

23. Multi fold towels only listed as 9 or 10 cases. So paper is built into the price?
24. Are air fresheners and fragrances still part of the list for the janitorial companies? Also shower curtains are provided by the janitorial contractor?
  - Yes.

ACA-Healthcare Cost Discussion

25. Healthcare was mentioned as a concern. Mandatory provision. The hours a month is a consideration for providing medical insurance.
26. Subcontractors need to be identified by the contract holder.
27. Certified payroll not required. Right to audited payroll records.
28. Background checks are not required but a drug free plan policy is required as part of submission. Contractor ultimately responsible for employees.
29. Exhibit D Terrazzo and tile floor care was mentioned due to the specifics of MR/VV.
30. Terrazzo type will be asked electronically via process Re: Kevin Golick.
31. Insurance requirements; by Contracts Administration
32. Question on how much sub on DBE, MBE is allowed. No specific goal. However, not more than 50% subcontracting. Review Schedule of Services, Scheduled Functions; We encourage partnering.