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

ADDENDUM NO. 3
REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES
AT THE ERIE ISLANDS AND COMMODORE PERRY SERVICE PLAZAS

AGREEMENT TRM-11A
ISSUE DATE:
August 19, 2014
INQUIRY END DATE:
5:00 P.M. (E.D.T.) September 16, 2014
OPENING DATE:
2:00 p.m. (E.D.), September 24, 2014

ATTENTION OF RESPONDING CONTRACTORS IS DIRECTED TO:
PRE-BID MEETING MINUTES INCLUDING ANSWERS TO QUESTIONS RECEIVED AT THE MEETING

## ANSWER TO QUESTION RECEIVED SINCE THE PRE-BID MEETING

MODIFICATIONS TO CONTRACT DOCUMENTS
MODIFICATIONS TO THE RFP

Issued by the Ohio Turnpike and Infrastructure Commission September 12, 2014. Issuance authorized by Robin Carlin, Interim Executive Director, and Tommie Jo Marsilio, Director, Contracts Administration and Compliance.


# PRE-BID MEETING MINUTES INCLUDING ANSWERS TO QUESTIONS RECEIVED AT THE MEETING: 

Date: $\quad$ September 09, 2014
In attendance for OTIC:

- Tommie Jo Marsilio, Director, Contracts Administration and Compliance
- Kevin Golick, Procurement Manager
- Andrew Herberger, Service Plaza Operations Manager
- Dana Brown, Western Division Service Plaza Manager

Janitorial Companies in attendance:

- Tri-County Maintenance and Cleaning
- Clean Care, Inc.
- Vela's Industrial Cleaning
- AH Ross Corporation
- ADW, Inc
- Crystal Clear
- Jan-Pro
- Lap, Inc

Mr. Herberger opened the meeting by introducing everyone and then went around the table for each company's introduction. He then explained the purpose of the meeting was an overview of the plazas and key points to consider when developing the proposal for submission.

Turnpike staff called attention to the following items:

- The Commission issues this Request for Proposal ("RFP") for Janitorial Services at the pair of service plazas know as Erie Islands and Commodore Perry ("EI/CP") located in Sandusky County at Milepost 100.0, commencing at 12:00 A.M. on November 1, 2014. The agreement shall have an initial term of one (1) year with up to six (6) successive one (1) year optional renewal terms, exercisable exclusively by the Commission
- Noted that SP-6 Great Lakes and Towpath Service Plazas were of the same age, same layout and floor tile, however, EI and CP do a much higher sales volume.
- Minimum staffing requirements of one (1) male and one (1) female are required 24 hours per day 365 days per year. Supervisory staff is responsible for managing staffing levels and are not included as part of the minimum requirement.
- During the winter season, the responsibility will be all exterior walks and salt is provided by the OTIC. Equipment must be provided such as salt spreaders, shovels and any other equipment needed for snow removal.

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Janitorial Services at Erie Islands and Commodore Perry Service Plazas
Page 3 of 5

- Referred to Exhibit B-Vendor Information Package-Sales Data
- Busiest day of the year is the day before Thanksgiving.
- Uniforms are to be provided by the contractor as described in the RFP.
- Garbage and rubbish is the responsibility of the contractor, and recycling is optional
- Floor mats are provided by the contractor as well as Wet Floor Cones and Caution Barriers. Noted: Additional floor mats will be needed during the winter months.
- Referred to Exhibit A-Areas of Responsibility, Non Routine Services:
> Property lines, exterior walks and grounds
> Tile-strip, clean and wax
> Carpet cleaning
> Pressure cleaning
> Windows in and out-high windows in and out, ledges and vents
$>$ Cleaning floor mats
- Non-Revenue Transponders and Access Cards provided to contractor
$>$ Required to provide a list of who they are assigned too
> $\$ 15.00$ Fee for Lost and Damaged Access Cards
- Erie Island and Commodore Perry opened in 1999 (15 years old)
- In 2013, \$2 million dollar renovation was completed to the plaza.
- Particular attention was called to pages 21,22,23,28, and 49
- Any questions after the meeting should be emailed to Kevin Golick


## - Questions during Meeting

Question: What is the square footage of the plazas?
Answer: Exhibit A has the information for all areas. First floor area is 20,524 SF and Basement area is $2,832 \mathrm{SF}$

Question: If a Level 3 Snow Emergency is in effect, how do the employees report to work?
Answer: Authorities usually understand when employees identify who and where they work. Also, noted additional staff can added for weather but must be pre-approved

Question: Has the current vendor been invited back to bid?
Answer: Yes
Question: Has any contractor found that it is too much for them to handle? Answer: Yes

Question: How has business flow been this year?
Answer: Traffic is up $3 \%$ over last year
Question: Can we receive a one (1) year supply usage report?
Answer: Yes, information will be provided as part of an addendum

Comments from David Sokolowski ADW Janitorial:
$>$ Affordable Care Act may impact future cost
$>$ ADW noted that it staffed " $3 / 2 / 2$ " per shift
Commission staff opined that changes in federal laws or regulation would likely be a topic to allow adjustments in future pricing

Mr Herberger thanked everyone for attending and asking questions; meeting adjourned

Attached to Addendum No. 3 is a copy of the Sign-in sheet listing all Contractors and Commission personnel present at the meeting.

## ANSWER TO QUESTION RECEIVED SINCE THE PRE-BID MEETING:

Question: I was wondering if I can get an estimate of the cost of the supplies at the Erie Island \& Commodore Perry Plaza.
Answer: In addition to the information previously provided from the current contractor, attached is a spreadsheet provided by the previous contractor for disposable supply usage (does not include chemicals, cleaning supplies, powered and non-powered equipment).
The supply usage information provided to the Commission by contractors is made available upon request by Responding Contractors for informational purposes only. The information contained in these documents is believed accurate. They show a record of past events that may or may not trend in the future. Responding Contractors are solely responsible for whatever significance, if any, they attach to the information contained therein.

## MODIFICATIONS TO THE RFP

Deletions are shown with strikethrough text
Changes/Additions are shown with bold italicized text.

## See New Pages attached

Subparagraph vii. Floor Mats under Subpart G on pages 16 and 17 of the RFP is modified as follows:
vii. Floor Mats. The Selected Contractor is required to furnish durable interior carpeted and/or textured walk off floor mats, sufficient and appropriate in appearance, size, number, and material at the entrances to the buildings. Mats shall be sufficient in number and condition that they may be installed, placed and/or changed as out as necessary, or as directed by the Commission due to wear, foot traffic patterns, weather conditions, or other factors. The standard requirement for floor mats is fifteen (15) square feet of coverage or three (3) feet by five (5) feet per mat (or equivalent). During fair weather periods, the minimum number of mats per entrance is
as follows: Main Parking Entrance (four (4) each), Passenger Fuel Entrance (four (4) each), Commercial Trucker Entrance (two (2) each), Bus Entrance (four (4) each) and Employee Entrance (one (1) each) and (one (1) each) in front of all fountain beverage units located in the common areas of the plazas. The Selected Contractor shall furnish and place additional mats during periods of inclement weather and change out mats at each entrance as necessary

## ATTACHMENTS:

RFP Pages 3, 10, 16, 17 and 56
(RESPONDING OPERATORS ARE ADVISED TO USE THE ATTACHED REPLACEMENT PAGES WHEN RESPONDING TO THE RFP).

Receipt of Addendum No. 3 to the RFP for Agreement TRM-11A is hereby acknowledged:
(Firm Name)
(Signature)
(Printed Name)
Date: $\qquad$

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LEGEND - Pack Size

Hand Soap - 55 Gal
Toilet tissue - 2 Ply - 500 sheet - $96 / C s$
Roll Towel-8x800-12/cs

| Erie Islands | 2013 |  |  | Mar |  | Apr |  | May |  | June |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Jan |  | Feb |  |  |  |  |  |  |  |  |
| Hand Soap |  | 1 |  | 1 |  | 1 |  | 1 |  | 1 | 0 |
| Toilet tissue |  | 40 |  | 30 |  | 20 |  | 60 |  | 30 | 30 |
| Roll Towel |  | 10 |  | 20 |  | 20 |  | 10 |  | 20 | 25 |
| Towel Multifold |  | 40 |  | 20 |  | 30 |  | 40 |  | 30 | 0 |
| Toilet Seat Cover |  | 3 |  | 3 |  | 2 |  | 5 |  | 3 | 3 |
| Liner-38x58 |  | 25 |  | 25 |  | 25 |  | 40 |  | 25 | 25 |

Towel Multifold - 4000 /cs
Toilet Seat Cover - 5000 /cs
Liners - 38x58-1.5m/-black-100/cs

Commodore Perry 2013


Total
5
175
100
140
19
165

## Request for Proposals for AGREEMENT TRM-11A Janitorial Services at the Erie Islands and Commodore Perry Service Plazas

## PART 1 - BACKGROUND INFORMATION

A. General Purpose. The Ohio Turnpike and Infrastructure Commission ("Commission") is a body both corporate and politic in the State of Ohio, with its principal office located at 682 Prospect Street, Berea, Ohio 44017. The Commission operates a toll road otherwise known as the Ohio Turnpike. Along the Ohio Turnpike there are seven (7) operating pairs of service plazas, with each consisting of one (1) service plaza on the north side serving westbound traffic and one (1) service plaza on the south serving eastbound traffic

The Commission issues this Request for Proposals ("RFP") for Janitorial Services at the pair of service plazas known as the Erie Islands and Commodore Perry ("EI/CP") Service Plazas (SP-4N and SP-4S) located on the north and south side of the Ohio Turnpike, respectively, in Sandusky County at Milepost 100.0 , commencing at 12:00 A.M on November December 1, 2014 . The Agreement shall have an initial term of one (1) year with up to six (6) successive one (1) year optional renewal terms, exercisable exclusively by the Commission. Sealed responses to the RFP ("Proposals") ate to be submitted by Responding Contractors at the Commission's offices, 682 Prospect Street, Berea, Ohio 44017, c/o Kevin Golick, Procurement Manager, until 2:00 P.M. (E.D.T), September 24, 2014.

If any Agreement is awarded pursuant to this RFP, the Commission will enter into a single Agreement for furnishing the Janitorial Services required for the EI/CP Service Plazas. The transitional condition of the EI/CP Plazas will be broom cleaned in workman like manner at the time the Selected Contractor's Janitorial Services commence pursuant to this RFP
legal action arising out of such action. Regardless of whom the Selected Contractor utilizes to perform its obligations under the Agreement Documents, the Selected Contractor's organization remains the ultimately responsible party for performing the tasks and responsibilities set forth in the Agreement Documents
D. Hourly Rate. Should additional personnel be required by the Commission or requested by the Selected Operator and approved by the Commission, to supplement those staffing levels set forth in the Contractor's Staffing Plan because traveling trends, seasonal travel, inclement weather, special events, projects, construction, renovation or unforeseen circumstances or occurrences require higher service levels to sufficiently perform the frequency of Tasks in a manner that maintains and satisfies the Standards set forth in this RFP, the Selected Contractor shall be paid additional compensation at the hourly rate provided in the Price Proposal multiplied by the actual number of approved additional hours worked. In the event that the Commission requests to decrease staffing, or the Selected Contractor fails to provide the minimum staffing levels, the credit shall also be based upon the hourly rate provided multiplied by the actual number of hours not worked. However, the Selected Contractor shall be required to modify its Staffing Plan without additional remuneration if its services fail to meet the requirements set forth in the Service and Standards, regardless of the frequency with which the Tasks are performed, when the volume of use, weather, or other customer demands do not differ materially from those ordinarily encountered or inherent in maintaining the Standards set forth herein or otherwise foreseeably necessary to fulfill the Selected Contractor's obligations under the Agreement

## E. Furnishing of Equipment, Materials and Supplies Responding Contractors

 should carefully consider the requirements of the Section in preparing their Proposals.The Selected Contractor shall be responsible for all costs necessary to mobilize people, materials, and equipment needed to begin providing services at on November December 1, 2014, at

Selected Contractor shall be responsible for providing adequate carts and dumpsters for collection and containment of the waste materials, and subject to Commission approval, shall be responsible for subcontracting for the disposal of such materials. Excessive trash may not be visible outside of the dumpster at any time. Lids must remain closed and in good repair at all times. The Selected Contractor shall monitor trash volume and proactively adjust the number of dumpsters and/or the frequency of pickups, as seasonal volumes dictate, or as directed by the Commission, the cost of which shall be bome by the Contractor. The method and place of disposal shall be kept clean, orderly, sanitary, free from odor, protected against vermin, and shall conform with all local and other laws and regulations, and with any instructions governing such disposal that the Commission may, from time-to-time, give to the Selected Contractor. All waste materials shall be properly disposed of in accordance with such laws, regulations and Commission instructions. Any container used for hauling temporarily stored waste materials shall be adequate, sanitary and shall be maintained and operated in a sanitary manner. The sewage system is not designed to handle the disposal of garbage and trash, and the Selected Contractor shall not use such system for the disposal of garbage, regardless of whether materials are ground up
vi. Recycling Program. The Selected Contractor may operate a Recycling Program, including all equipment, supplies, labor and hauling for its Areas of Responsibility under the Agreement. The cost or credit of the recycling program shall be borne by and accrue to the Selected Contractor.
vii. Floor Mats. The Selected Contractor is required to furnish durable interior carpeted and/or textured walk off floor mats, sufficient and appropriate in appearance, size, number, and material at the entrances to the buildings. Mats shall be sufficient in number and condition that they may be installed, placed and/or changed as out as necessary, or as directed
by the Commission due to wear, foot traffic patterns, weather conditions, or other factors. The standard requirement for floor mats is fifteen (15) square feet of coverage or three (3) feet by five (5) feet per mat (or equivalent). During fair weather periods, the minimum number of mats per entrance is as follows: Main Parking Entrance (four (4) each), Passenger Fuel Entrance (four (4) each), Commercial Trucker Entrance (two (2) each), Bus Entrance (four (4) each) and Employee Entrance (one (1) each) and (one (1) each) in front of all fountain beverage units located in the common areas of the plazas. The Selected Contractor shall furnish and place additional mats during periods of inclement weather and change out mats at each entrance as necessary

The Selected Contractor shall supply and maintain "wet floor" signage/identifiers commercially made of durable, cleanable materials in adequate numbers to safely inform the public of wet floors, the cost of which shall be borne by the Contractor Signage shall be kept clean and in good repair at all times. Signage should be clearly identifiable with the Selected Contractor's name Damaged or worn signage shall be replaced as necessary or as directed by the Commission

The Selected Contractor shall provide and maintain an adequate number of caution barriers, the cost of which shall be borne by the Contractor. The barriers shall be used to direct foot traffic away from work areas, around wet floors, and prevent access to dangerous or defective conditions. The caution barriers may be used to close off sections of common areas during slow periods to facilitate deep cleanings. Barriers should be clearly identifiable with the Selected Contractor's name.
viii. Recreational Vehicle Lots/Patio Area. The Selected Contractor shall be responsible for collecting and disposing of all rubbish and waste material that accumulates in the recreational vehicle lot and patio seating area. The Selected Contractor shall be responsible

## FORM AGREEMENT

## AGREEMENT TRM-11A

## JANITORIAL SERVICES AT THE ERIE ISLANDS AND COMMODORE PERRY SERVICE PLAZAS OF THE OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

## (TO BE COMPLETED ONLY UPON AWARD)

This Agreement is made and entered into the $\qquad$ day of $\qquad$ , 2014, by and between the Ohio Turnpike and Infrastructure Commission (the "Commission"), 682 Prospect Street, Berea, Ohio 44017, and $\qquad$ , (the "Selected Contractor")

## RECITALS

WHEREAS, the Commission conducted a Request for Proposal ("RFP") process to select a provider of professional cleaning and janitorial services at the Commission's Erie Islands and Commodore Perry ("EI/CP") Service Plaza locations (SP-4N and SP-4S located in Sandusky County at Milepost 100.0 ) commencing on November December 1, 2014 at 12:00 A.M.; and

WHEREAS, the Selected Contractor submitted the Proposal deemed by the Commission to be the Proposal representing the best combination of service value and price; and

WHEREAS, the Selected Contractor is qualified and willing to perform the services outlined in the RFP, which is incorporated by reference as if fully rewritten herein, but which, due to its length is not attached hereto as an Exhibit

NOW THEREFORE, in consideration of the mutual promises, covenants and terms and conditions set forth in the RFP and the Selected Contractor's Proposal, the parties have entered into this Agreement.


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