

NCSSM- Morganton - RFP#87-03162026 - Housekeeping Management Services

| Question Reference | Question |
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| General RFP Question | What is the current annual billing for these services? Is this price inclusion of the SWAC facility? |
| RFP section 5.3 Tasks/Deliverables, page 19 line 1. | "NCSSM requirements of the Vendor: daily cleaning of all facilities; labor; supervision of custodial staff; consumable supply stock (excluding dispensed paper towels and bathroom tissue as well as hand soap); high quality of work; cleaning supplies and chemicals; and preventive maintenance on all relevant NCSSM-provided equipment." Please provide a list of relevant NCSSM-provided equipment that would require preventive maintenance. |
| RFP Section 5.3 Specifications of Custodial Services, page 20 item 5. | Every school and campus is different, please describe a typical event and how many man-hours are required for a typical event. |
| RFP Section 5.3 Specifications of Custodial Services | Please provide an overview of the current housekeeping staffing model for the campus, including approximate staffing levels (FTEs), roles (e.g., day porter, supervisors, general cleaners), and shift structure? This information will help vendors align proposed staffing plans with the service expectations and support a smooth transition. Additionally, are there any considerations related to staffing, scheduling, or facility usage that may not be fully apparent during the site visit that non-incumbent vendors should take into account when developing their proposals?" |
| RFP Section 5.3 Specifications of Custodial Services | Please clarify whether cleaning of individual student rooms/suites within the Residence Hall is included in the scope of services? If so, please indicate when these services are expected to occur (e.g., summer turnover, winter break, or ongoing during occupancy) and the anticipated level of service. |
| RFP Section 5.3 Specifications of Custodial Services | Pricing assumes consistent service levels throughout the year, including student break periods, unless otherwise directed by the School. Please clarify whether service levels and required cleaning days remain consistent during student breaks (summer and winter), or if there are any planned reductions in service frequency during those periods? |
| | Paper products and soap will be provided by NCSSM, is that correct? |
| | How many students are at the school on average? |
| | How many staff members are at the school on average? |
| | What is the amount of the current contract in place? |
| Section 5.3 | weekend hours are minimum staffing requirements or expected full |
| Section 5.1 | campus? |

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| Section 5.3 | Standards? |
| Section 5.3 | How will APPA levels be measured and how frequently inspected? |
| Section 5.3 | Provide details on 12 included events (size, duration, staffing)? |
| Section 5.1 | Clarify occupancy and cleaning expectations during summer programs? |
| Section 5.3 | How should day porter prioritize reactive vs routine work? |
| Section 5.3 | Provide full list of consumables by owner vs vendor? |
| Section 5.1 | How flexible are cleaning time windows? |
| Section 6.6 | How is acceptance of work evaluated and are deductions applied? |
| Section 5.3 | Are holidays excluded from base staffing or require coverage? |
| Section 5.3 | What is expected response time for service requests? |
| Section 5.3 | Is day porter dedicated or allowed to support cleaning staff? |
| Section 5.3 | Clarify scope of deep cleaning vs routine cleaning? |
| Section 5.3 | Are floor care frequencies defined or vendor-driven? |
| Section 5.1 | Confirm any exterior cleaning beyond 20 feet requirement? |
| Section 5.3 | Are event cleanings outside 12 billed at fixed rate? |

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| Section 6.5 | What KPIs are expected in monthly reporting? |
| Section 6.3 | Are monthly meetings mandatory and onsite? |
| Section 4.6 | Any additional background requirements for working around minors? |
| Section 4.7 | Are staffing substitutions restricted during contract term? |
| Section 5.3 | Is equipment storage limited strictly to janitor closets? |
| Section 5.3 | Is additional admin space available if needed? Office provided for manager? |
| Section 4.9 | Confirm insurance limits required for this contract? |
| Section 4.3 | Is HUB participation scored or pass/fail? |
| Section 3.4 | How are evaluation scores weighted quantitatively? |
| Section 3.3 | Will oral presentations be required or optional? |
| Section 2.7 | Are there file size or format limits for eVP submission? |
| Section 2.6 | Will answers to questions be consolidated in one addendum? |
| Section 6.7 | Is a performance bond required? |
| Section 5.0 | Will NCSSM provide a detail Scope of Work (SOW) task-by-task frequency matrix for classrooms, labs, offices, dormitories, dining, athletics, restrooms, common areas, and support spaces? |
| Section 5.0 | Are there any seasonal or academic-year-specific requirements (summer deep cleaning, dorm resets, move-in/move-out, holiday break cleaning)? |
| Section 5.0 | Are there any specialty cleaning requirements such as biohazard cleanup, spill response, snow/wet weather matting, high-dusting, or window cleaning? |
| Section 5.0 | Will NCSSM provide floor care frequencies for burnishing, scrubbing, stripping/refinishing, carpet extraction, and spot cleaning? |

| Response |
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| The current annual contract for Housekeeping Services at NCSSM-Morganton is \$383,136 and does not include the SWAC facility |
| GP enMotion soap dispenser GP Compact toilet paper dispenser GP enMotion paper towel dispenser Note that the "preventative maintenance" included basic maintenance like wiping out paper dust and soap residue, not calibrating the devices or performing repairs to device malfunctions. |
| A typical event includes an assembly of patrons and sometimes catering is included. Typical man-hours will vary according to the event, but usually 4 manhours (1 hour to ensure bathrooms are stocked and 3 cleaners for 1 hour after the event) will take care of services for a typical school event. |
| The RFP states specific constraints as they are currently observed or anticipated around when campus spaces have limited access for cleaning. Additionally, clarifications are provided in the RFP around weekend expectations. Daily service is expected to maintain quality conditions as specified, but this may change during student breaks, but daily review of spaces to confirm that conditions maintain the specified quality would still be expected during breaks with the exception of observed holidays. Day porter, managers, and supervisors are specified in the RFP according to the needs of the school, but the vendor may deliver those roles at their discretion so long as the quality and consistency of services is maintained. NCSSM does not object to day or night shifts being employed by the Vendor. NCSSM does not object to full time or part time employee staffing models (or a combination of the two) being employed by the Vendor. |
| Cleaning of student dorm rooms (single and double rooms) is not included in the base scope of work. Dorm rooms are cleaned during the summer: when students move out, between weekly summer student turnover, and before permanent students return for the fall semester. This dorm cleaning could be priced as an additional service, but is not included in the base scope of work. |
| The maintenance of quality in spaces remains constant through the year, however during the breaks listed in the academic calendar (attachment to the RFP), the load on the buildings is reduced and is expected to require fewer manhours to maintain. NCSSM staff continue to use the building during student breaks. Semi-annual cleaning would be expected during the summer and winter breaks, but the vendor may propose alternative time(s) to deliver those services. When reviewing the academic calendar, note that students are off campus between dates noting the closure of the Residence Hall and the re-opening of the Residence Hall. The academic calendar reflects the overall service days within a year, but specific dates will change with each academic year (for example Spring Break may shift, but the duration will be the same). |
| Correct |
| The school houses 300 students. |
| The school generally has 120 employees on site every weekday. Weekends, this number drops to roughly 20 employees. Both of these numbers include the kitchen staff and health clinic staff. |
| Please see previously answered question. |
| Because we have never staffed custodial services including the SWAC building, this is an |
| Below are approximate cleaning areas for each building. This calculation is the reduction of |

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| Please refer to the APPA standards listed in section 5.3. These shall supercede "Class A |
| APPA levels will be reviewed daily by NCSSM staff and discussed / reconciled at least every month during the specified quality reviews. |
| See previously answered question. |
| Summer programs run for 6 weeks between the close of the Residence Hall in May and the opening of the Residence Hall in August. Students are not on campus for approximately 2 weeks before summer programs, 1 week including the July 4 holiday, and 2 weeks after summer programs. Cleaning expectations continue throughout summer programs. Reduce occupant loads as described should reduce the staffing needs in order to maintain cleaning standards. This is anticipated to be an ideal time to perform one of the semi-annual deep cleaning cycles. |
| Refer to the RFP. Day porter should prioritize calls for service. |
| NCSSM is unable to provide the list of consumables used by the vendor (e.g. cleaning chemicals or cleaning cloths). The limited list of consumables provided by the Owner as it pertains to this scope of work are hand soap in bathroom dispensers, toilet paper in bathroom dispensers, paper towels in bathroom and lounge dispensers, toilet seat covers in bathroom dispensers, and sanitary napkin dispenser liners. Consumables which may be found in break rooms and lounges such as plastic flatware, paper napkins, and paper plates are not the responsibility of the Vendor. |
| Cleaning time windows are generally flexible and can be adjusted via coordination with the NCSSM-Morganton Facilities Management staff along with specific space occupants. |
| See RFP Section 6.7. |
| The following holidays are typically observed by NCSSM (updated each year upon approval by the UNC System Office), but are not necessarily observed on the same date as the federally recognized holiday. These holidays are observed by campus closure and no housekeeping services are expected on these days. New Years Day, Friday prior to Easter, Memorial Day, a weekday on or near July 4, Labor Day, Thanksgiving (Wed, Thurs, & Fri), December 24 & 25, two additional days in late December |
| Unless expressed otherwise (e.g. an emergency or time-sensitive matter), response time during Day Porter hours by the Day Porter is 10 minutes or less; response time outside of Day Porter hours is 20 minutes or less. |
| The Day Porter must be able to prioritize service requests while not reducing the overall quality expectations of the contract specifications. It has been historically noted that the NCSSM community does value the visibility of our housekeeping partner. |
| Deep cleaning would include, but not be limited to, finish maintenance which is not daily or weekly when reviewing product maintenance data; cleaning of areas which may not be required daily or weekly, but still impact the visual aesthetic of spaces (HVAC vent grilles, for example); addressing buildup of cleaning product residue; cleaning in areas which require the movement of furniture or equipment that is not moved daily and weekly. |
| Minimum floor care frequency would be what is required to maintain the quality expectations - this would extend to the recommended cleaning and maintenance described by either the product data (if provided) or what the vendor's experience has shown to be required. Recommendations above and beyond this cleaning and maintenance are welcome when provided by the vendor. |
| Trash and recycling removal are included in section 5.3, even when beyond 20 feet from the building. However, all trash and recycling containers on campus are located near buildings or on the commonly used walkways to and from campus buildings. |
| Attachment A requests this pricing. |

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| Vendor may add KPIs beyond the following. Here are some KPIs that NCSSM would consider relevant: Internal scoring of Vendor's ability to deliver daily services (over one month), staff turnover, daily service hours delivered (over one month), safety incidents, employee recognitions, challenges to service delivery, opportunities for improvement. |
| Monthly meetings will not be mandatory at the outset of the contract, although they are appreciated during the first 6 months of the contract. Monthly meetings may be made mandatory by NCSSM if deemed advantageous to the delivery of the services described in the RFP scope of work. |
| The vendor is responsible for the background checks of their employees and subcontractors. All employees and representatives of the vendor should be prepared to present valid identification upon check-in at the school and any employee of the vendor not recognized and/or wearing identification will be asked to check-in with NCSSM campus safety. |
| Staffing substitutions shall not be accepted as the basis for a reduction in services or quality. |
| Vendor may request additional storage as described in Section 5.3. |
| NCSSM has very limited space on campus and no extra office space. No additional office space is available for vendor staff. Temporary administrative accommodations may be made at the convenience of NCSSM. |
| Please refer to Attachment C: North Carolina General Terms & Conditions and Section 4.9 of the RFP, which clarifies which requirements in Attachment C apply to this contract. |
| HUB participation is scored and all good faith efforts are appreciated. |
| Please refer to section 3.4. An evaluation committee will discuss and document the strengths and weakness of each proposal toward consensus. |
| Oral presentations will be requested if clarification or amplification is desired by the evaluation committee. |
| Please refer to Attachment B: Instructions to Vendors and any information available on the submission portal. NCSSM is not aware of a size limit for files. |
| It is intended that all questions be answered and shared via one addendum. |
| No. |
| This matrix will not be provided prior to the evaluation of bid submissions for this RFP. |
| Please see other question responses. If the Vendor does not see a service which they are able to provide stated as a requirement in the scope of work for this RFP, they are encouraged to use the additional services section of Attachment A: Pricing to offer this service at a guaranteed pricing. |
| Specialty cleaning beyond the specifications of the RFP are not required, but the Vendor is encouraged to include those services and their associated costs in the appropriate section of Attachment A: Pricing. |
| Section 5.3 provides a minimum for these services. Vendor recommendations for service above and beyond the minimum are appreciated and should be clarified as to whether they are included or not in the Vendor's proposal for base contract services. |