



## QUESTIONS AND ANSWERS

Responses are below in **RED**

### Section 1

It appears this bid will be for services next summer based on the timeline of award in September? **Yes, this solicitation is for next summer's services.**

Would there be an option to put together an alternate hybrid/supplemental custodial program recommendation? **1.8.2 Do not include any other documents or ancillary information.**

What is the nature of service? Is it for move-in, move-out, or as needed, etc?  
**Summer cleanings will be for move-out. The department may request additional cleaning services as needed.**

### Section 2

Equipment and chemicals to be included or provided by your team? **No, the supplier is responsible for providing all cleaning equipment and chemicals.**

Are the carpets to be cleaned? **The entire area will be thoroughly vacuumed to remove dust, dry soil, and other surface debris.**

Bid says to respond to requests within 48 hours, but is there a range on when services should be rendered? **Within 5 business days of department request**

Do we require stripping/waxing of floors? **No.**

Does the supplier need to document damage, stains, etc and report to maintenance upon move-out, or just clean it? **The supplier is not responsible for reporting damage to Facilities Management. However, should damages occur during the performance of cleaning services, the supplier should notify Campus Living staff.**

Are there any guidelines and/or restrictions on chemicals and equipment? **The least hazardous and most effective chemical should be used for cleaning. There are no guidelines or restrictions on the equipment used.**

Is the supplier required to clean the ovens? **2.4.6 Clean the oven removing the racks and remove all debris and stains from top, sides, back, and bottom of oven. Clean the bottom drawer and remove debris and stains.**

Is the supplier required to leave trashbags? **No.**

Is the supplier required to clean consumables? **No.**

### **Response Packet**

Are we to bid per hour or a unit price per room? **The per hour cost based on the room type would be the unit price per room.**