

Questions and Answers / Questions et Réponses

No./N°
1

Project Description / Description de projet		
Cleaning Services & Snow Clearing/Removal Services St. John's, Newfoundland		
Solicitation No./ N° de sollicitation	Project No./N° de projet	W.O. No./N° d'ordre de travail
17-22119		
Departmental Representative / Représentant Ministériel	Date	
Melody Ellis	January 30, 2017	
Notice:	Avis:	
This Q&A shall form part of the tender documents and all conditions shall apply and be read in conjunction with the RFP.	Cet Q&R fait partie intégrale des dossiers d'appel d'offres; toutes les conditions énoncées doivent être lues et appliquées en conjonction avec la DDP.	

Q1 There does not appear to be any requirement to provide service during the day IE: patrol service of washrooms or entrances but we understand this type of service is presently being provided. Can you clarify what services are required during the daytime between 7am-5pm. From reading the specifications we can only determine that washrooms are to be patrolled during the day, no other service appears to be requested.

- A1**
- In Appendix C; Section 10 – Walk Away Mats - #10.1.2 - Vacuum mats at 09:00 hrs. And again at 14:00 hrs. Daily. During inclement weather, vacuum mats more often, as necessary
 - In Appendix C; Section 15 – Washrooms - #15.1.1 - Washrooms shall be patrol cleaned and soap containers, toilet paper and paper towel dispensers shall be replenished as necessary.
 - In Appendix C; Section 28 – Kitchen - #28.1.2 - Patrol clean and clean up any spillage on an as required basis
 - In Appendix C; Section 29 – Staff Lounge/Lunchroom - #29.1.1 - Patrol clean and clean up spillage on an as required basis
 - In Appendix C; Section 31 – Shipping/Receiving, Truck Dock & Wood Stores - #31.1.2 - Remove accumulated slush and water on floors in entrances and truck areas on a continuous basis during inclement weather

Q2 From our records we understand the present contract is held by Ace Cleaning and was awarded in 2014 for a two year period at a total two year cost of \$336,966.00 HST included

A2 Present contract is held by Ace Cleaning, which was awarded in 2014, and was for a two year period plus two option years for an estimated total of \$596,400.00 taxes not included.

Q3 Clause 18.1 states the contractor shall ensure the staffing requirements are met throughout the life of the contract. There doesn't appear to be any staffing requirements, can you clarify.

A3

- In Appendix B; Section 13 – Workforce
 - 13.1 - The Contractor is required to have sufficient qualified cleaning personnel on site during regular working hours to complete the work. The Contractor shall notify the ASPM Building Manager, in writing, of any changes in site personnel.
 - 13.2 - From November to March, the Contractor is expected to increase their staff to a minimum of one (1) person for the purpose of snow and ice control. The cost of this service should be included in the total price of the contract.

Q4 Clause 27- wash interior and exterior of lights 1 per year, what height do we have to reach, a certain height requires fall protection training. Clause 27.1.2 requires exterior light fixtures to be cleaned, same question, to what height.

A4 Due to the fact that we are a combination of offices and industrial spaces, the lighting height ranges between 8 feet to approx. 20+ feet.

Q5 Basis of pricing has a column titled Firm Unit Price per collection, can you please let us know what is to be filled in on this column

A5 Firm Unit Price per collection column does not need to be completed. Firm monthly price is all that's needed.

Q6 It was indicated to us during the site visit that one employee is required to have a forklift operating license, we do not see that in the requirements, can you please clarify.

A6 Appendix C; Section 26 – Garbage Disposal - #26.2.2 - Garbage placed in the Carpenter Shop bin is to be dumped daily using the NRC Forklift. The Contractor staff required to use the forklift must be trained in forklift operation prior to using the forklift. Training certificates are to be supplied to the ASPM Building Manager.

Q7 The following items were mentioned as requirements during the site visit which we do not see in the tender documents, can you please clarify,

Clean inside and outside of appliances, if required what is the frequency

A7 Appendix C; Section 28 – Kitchens – Weekly - #28.2.1 - Clean outside and inside of appliances

Q7a Daily wash and put away dishes, pots and utensils

A7a Appendix C; Section 28 – Kitchens – Daily - #28.1.7 - Wash and put away dishes, pots, pans and utensils

