Questions and Answers – Janitorial Services 2026 (March)

Revised and Updated Information

---

1. Is the Front Building Included?

No. Janitorial services are only required for the Wanda Meshack Smith Administration Office (Central Office only).

---

2. Do you require a daytime porter?

No. Cleaning services are only needed after 5:00 p.m.

---

3. Can we obtain a copy of the last bid?

No. Head Start is a private corporation, not a government entity, and is not subject to public information requests. Additionally, previous pricing is considered irrelevant due to inflation and market fluctuations.

---

4. How many employees work in the building?

The number varies between **30 and 70 employees**, depending on staffing and assignments.

---

5. What is the cleaning schedule for the Central Office?

Cleaning is typically performed **Monday through Thursday**, with an additional day selected between **Friday and Sunday**, totaling **five cleaning days per week**.

---

6. Are windows included in the cleaning scope?

Yes. Please refer to Page 8 of 51, Section #11 – Glass Cleaning:

Daily Service:

- Dust window frames and sashes
- Spot-clean interior glass (as needed)
- Clean window sashes, sills, and surrounding areas

Periodic Service:

- Emergency spot cleaning as needed
- Full interior window cleaning on a quarterly basis

---

7. How many trash cans are there in the Central Office?

Approximately **116 trash bags** are used throughout the Central Office.

---

8. What are the different bag sizes?

Item #	Description	Remarks
Ren 14524-CA	40" x 48", 12 mic, Black Liner	Large (LG) liner
Ren 12511-CA	30" x 37", 8 mic, Natural Liner	Medium (M) liner for recycling
Ren 10404-CA	30" x 37", 8 mic, Black Liner	Medium (M) liner
Ren 10409-CA	24" x 24", 6 mic, Black Liner	

---

9. Does our reference need to be local?

Please see Page 30 of 51, Section III, A – Prior Experience:
The Offeror should describe its prior experience and must provide at least **five (5) references**. Each reference should include:

- Name
- Address
- Email

- Contact person
- Telephone number

Note: These references **preferably should be local**.

---

10. What are the cleaning times?

Cleaning is scheduled after 5:00 p.m., Monday through Thursday, with an additional cleaning day selected between Friday and Sunday — totaling five days per week.

---

11. How many hours does it normally take?

The number of hours required is determined by the contractor. Influencing factors include:

- Experience and skill level of manpower
- Operational efficiency
- Contractor's financial management

---

12. How long is the contract?

Refer to Page 1, Section A:

“This Request for Proposal is to establish a contract for janitorial services for a **minimum duration of one year**. The proposal may also include options for **two additional one-year extensions**. The Agency's objective is to secure long-term janitorial services that provide all necessary labor, materials, equipment, supplies, and reporting required to perform the services satisfactorily.”

---

13. Do we need to resubmit an application?

No, resubmission is not necessary if it's for a contract extension.

---

14. With rising prices, can the agreement be reevaluated?

Yes. Head Start will discuss pricing concerns with suppliers **on a case-by-case basis** before approving any price adjustments.

---

15. How many employees are required?

Head Start does **not determine staffing levels** for suppliers. That decision is up to each vendor.

---

16. How many employees does the current vendor have?

The current company employs **up to six people**.

---

17. How often is steam cleaning required?

Refer to Page 8 of 51:

Hot water carpet extraction is required **twice per year**.

---

18. Why are you changing vendors?

We are **not necessarily changing vendors**. The contract is reviewed and renewed **every three years**, as outlined in the Request for Proposal.

---

19. Are c-fold towels only used in restrooms?

No. They are also placed in a **few other designated areas**.

---

20. When is the center closed?

The center closes:

- **1 week** during spring break
- **1 week** for Thanksgiving
- **2 weeks** for Christmas

---

21. What are some of the current issues?

Current issues include:

- Not returning trash cans to their proper place
- Lack of tissue
- Failure to spot clean
- Not cleaning spills promptly

---

22. How many days per year does the center operate?

This is the **central office** for all centers, and it operates **year-round**.

---

23. Are payments made every 90 days?

No. Payments are made **within 30 days** of receiving the invoice.