

Request for Quote – Janitorial Services (Raleigh) Q&A

1. Can NCEL provide any historical data on consumption of paper products monthly, annually? **Because paper products are supplied by the Janitorial provider, NCEL does not have this information.** Also, is this a separate line item on the current vendors invoice? **No**
2. Are Attachments A, B, and C available as a fillable PDF or MS Word document for completion? **The vendor can convert it as fillable if you have Adobe Acrobat Pro DC. We do not submit word documents.**
3. Can NCEL provide a breakdown of the square footage for both tile and carpeted flooring for the annual and semi-annual floor care? **NCEL does not have a breakdown of the square footage by VCT and Carpet.**
4. In the incumbent contract holder planning on submitting a quote. **We do not know if the incumbent is planning to submit a quote. To be fair to all potential bidders, we have not asked.**
5. Is the incumbent the same vendor for all three locations? **No**
6. Can NCEL provide the model number and brand of the paper products dispensers?
Hand Towels, San Jamar is the brand it accepts a standard 8" in roll.
Toilet Paper, we have multiple types of dispensers they all accept a standard 4" roll.
7. What is the total count of paper towel and toilet tissue dispensers for the Raleigh location? **Paper Towel Dispensers 33 & Toilet Tissue 26**
8. Is hand soap to be included as part of the vendor pricing? **Yes**
9. We did not see this in the Scope of Services to be Rendered - Are trash can liners to be provided by the vendor and included in the overall cost? **Yes**
10. Will regular meetings be held to review KPI's and performance metrics? **Yes**
11. For certified minority owned firms do Affidavits A and B still need to be completed? **Yes**
If so, are they available as a fillable PDF or MS Word document? **The vendor can convert it as a fillable if you have Adobe Acrobat Pro DC.**
12. If the "Renewal Term" for the awarded contract is exercised, is there an option to increase prices each renewal year to adjust for inflation and other rising operating

costs? Yes, so long as the increases are included in the cost proposal. Otherwise, the pricing will remain the same as in the final year of the initial term.