

Custodial and Cleaning Services RFP Questions List

Vendor Questions and Responses

Baden Academy Charter School | RFP No. 10000020261

1. Anticipated Annual Service Days

Vendor question: Can you identify the anticipated annual days requiring daytime porter coverage, evening cleaning, summer routine service and cleaning during school closures?

Response: The attached 2026-2027 school calendar is provided as the reference calendar for bidding purposes. Daytime porter coverage is required on scheduled school days. Routine evening custodial service is required five days per week on scheduled school/work days, subject to the calendar, closures, and provisions of the RFP. Routine custodial service continues during the summer in occupied or operational areas used by 12-month employees or summer programs. Annual summer deep cleaning is an additional scope of work and does not replace routine summer custodial service. For single-day school closures, the contractor is not required to repeat a full cleaning already completed unless the building is used or Baden Academy directs otherwise. Following an extended break, routine cleaning is to be refreshed on the final business day before students and staff return. Baden Academy is not establishing a separate guaranteed annual number of summer routine-service days, closure-cleaning days, or evening-cleaning days beyond the requirements and calendar provided in the RFP. Staffing and service are to be coordinated with the School's actual annual calendar, building occupancy, summer programming, events, and written schedules.

2. Summer Deep Cleaning

Vendor question: For summer deep cleaning, are there required finish products or coat counts, special furniture-moving requirements, or elevated areas requiring lift access?

Response: Baden Academy has not specified a required brand of floor-finish product or a prescribed number of finish coats. Products and procedures must be appropriate for the applicable flooring system and produce a professional finished condition consistent with the requirements of the RFP. For summer deep cleaning, the contractor is required to remove movable contents from rooms and areas being deep cleaned, clean beneath and around them, and return them to their original room/location and condition. The contractor must protect School property during this work. Elevated/detail cleaning includes items identified in the RFP such as light fixtures, ceiling fans, pipes, ledges, corners, HVAC supply and return vents/grilles/registers, accessible classroom heaters/radiators and covers, and other exposed heating, ventilation, mechanical, and elevated surfaces. Baden Academy has not specified a particular requirement for lift equipment. The contractor is responsible for determining and providing the equipment necessary to safely perform the required work.

3. Bid, Performance, or Payment Bonds

Vendor question: Please confirm whether any bid, performance or payment bond is required.

Response: No bid bond, performance bond, or payment bond is required by this RFP.

4. Electronic Signatures

Vendor question: Will Baden Academy accept electronic signatures?

Response: Yes. Baden Academy will accept electronic signatures on all proposal documents requiring a signature. All proposals must be submitted as sealed hard copies in accordance with Section 3 of the RFP. Please note that the awardee will be required to sign contract documents using wet ink.

5. Evening Event End Times

Vendor question: What time does the latest evening event typically conclude?

Response: Evening events are uncommon, and typically end no later than 9:00. School-sponsored evening events may require adjustments to the cleaning sequence or timing. The contractor is responsible for coordinating its work with Baden Academy to accommodate scheduled activities.

6. Current Workforce Unionization

Vendor question: Is the current custodial staff unionized?

Response: No

7. Cleanable Area and Floor Finishes

Vendor question: Please confirm the approximate building and base-bid square footage, whether the approximately 5,950-square-foot fourth floor is included in the 68,800-square-foot building total, why the floor-finish categories total 68,260 square feet, and which areas must be excluded from base pricing.

Response: The approximately 68,800-square-foot building total includes the approximately 5,950-square-foot fourth floor; it is not additional square footage. The 540-square-foot difference between the total building area and the listed floor-finish categories represents unfinished concrete-floor storage/office space on the fourth floor. For pricing purposes, the fourth floor must be excluded from BOTH the Base Bid routine custodial-service price and the Base Bid annual summer deep-cleaning charge in Section 15.1, including the TOTAL BASE BID. Fourth-floor routine and summer deep-cleaning costs must be included only in the separately priced fourth-floor alternatives in Section 15.2. The auditorium is excluded from the custodial scope. All square footage figures are approximate and subject to verification during the mandatory walkthrough.

8. Fourth-Floor Service and Pricing Alternates

Vendor question: How should bidders complete Sections 15.1, 15.2, and 15.4 for the fourth-floor 5-, 3-, 2-, and 1-day-per-week alternatives? Specifically, where should fourth-floor annual summer deep-cleaning costs appear, and should any fourth-floor costs be included in Base Bid or renewal-pricing totals?

Response: The approximately 5,950-square-foot fourth floor is part of the approximately 68,800-square-foot building total, but ALL fourth-floor pricing is separate from the Base Bid. In Section 15.1, bidders must EXCLUDE fourth-floor routine cleaning and fourth-floor annual summer deep cleaning from the base monthly routine charge, the separate base annual summer deep-cleaning charge, and the TOTAL BASE BID. In Section 15.2, bidders must submit all four fourth-floor alternatives (4A: five days/week; 4B: three days/week; 4C: two days/week; 4D: one day/week). For each alternative, the Monthly Price column must show the monthly charge for fourth-floor routine cleaning at that frequency. The Annual Price column must show the complete annual cost of that alternative, INCLUDING twelve months of the stated routine-service charge and the fourth floor's annual summer deep cleaning. Thus, the Annual Price may be greater than twelve times the Monthly Price; no separate fourth-floor summer deep-cleaning line item is required. In Section 15.4, the renewal-pricing amounts and base annual totals likewise exclude fourth-floor costs; any selected fourth-floor alternate is added separately to the applicable base price. The annual summer deep cleaning of the fourth floor is required regardless of which frequency is selected. This response expressly supersedes the statement in Section 8 that fourth-floor deep cleaning is included in the base summer deep-cleaning price, and any other inconsistent RFP or earlier Q&A language. No fourth-floor charge may be included in both the base and alternate prices.

9. Consumables and Replenishment

Vendor question: Our current pricing assumption is that the contractor supplies trash liners. Please confirm whether the school or contractor will purchase and supply restroom paper products and hand soap, and whether contractor staff are responsible for replenishing school-supplied products. If contractor-supplied, please provide any required product specifications, dispenser compatibility requirements, and available usage history.

Response: The contractor is responsible for providing trash liners, cleaning chemicals, cleaning tools, and equipment necessary to perform the required services. Baden Academy will provide restroom consumables from School inventory, including toilet paper, paper towels, and hand soap. The contractor is responsible for replenishing these products in restrooms and other applicable locations as part of routine custodial services. Because these restroom consumables will be supplied by Baden Academy, bidders are not required to include their purchase cost in their proposed custodial service pricing. For estimating trash liners, the current receptacle estimate is 25 large drums, 99 large bins, 21 medium bins, and 29 small bins (174 total). Estimated liner usage is approximately 4,500 per month and 53,000 annually.

10. Evening Access and Staffing

Vendor question: What are the permitted evening cleaning hours, including 3:30 p.m. access, and how should the contractor accommodate occupied areas and evening events? Does the minimum of five evening cleaners require eight-hour shifts?

Response: Evening cleaning personnel may begin work at 3:30 p.m., following the conclusion of the regular school day, and may remain in the building until 12:00 midnight. The contractor must provide a minimum of five evening cleaners on scheduled school/work days during regular school operations. The RFP does not require an eight-hour shift for each evening cleaner. However, all five cleaners must be scheduled for sufficient working time to complete the full evening cleaning scope. A brief or nominal appearance by five employees does not satisfy this requirement. Certain classrooms, common areas, and other spaces may remain occupied during after-school programs, school-sponsored events, or other scheduled activities. The contractor must coordinate cleaning activities with Baden Academy and adjust cleaning sequences or timing as necessary to accommodate building occupancy. Specific room-access limitations will depend on the School's schedule and operational needs.

11. Required Cleaning Standard

Vendor question: Is there a specific APPA cleanliness level Baden Academy expects, and is that a separately enforced contractual performance standard? If so, what inspection criteria apply?

Response: Baden Academy's target is APPA Level 2 (Ordinary Tidiness). This designation communicates the School's general expectations for cleanliness, sanitation, and appearance throughout the facility. APPA Level 2 is intended as an overall cleanliness benchmark rather than an additional, independently enforced contractual standard with separate APPA-specific inspection procedures or scoring requirements. The specific cleaning tasks, frequencies, staffing requirements, quality-control procedures, and performance obligations established in the published RFP remain controlling. Contractor performance will be evaluated in accordance with those requirements, including the quality-control and inspection provisions of Section 11. Baden Academy has not established a separate APPA-specific inspection methodology or adopted a particular APPA publication edition as an additional contractual requirement.

12. Scope Exclusions and Window Cleaning

Vendor question: Please clarify whether the auditorium and exterior windows are included in the custodial contract and what routine interior-window cleaning is expected.

Response: Baden Academy has decided to exclude the auditorium from the custodial contract. Bidders must NOT include auditorium cleaning in their proposals. Annual exterior-window cleaning is also excluded and must NOT be

included in proposals. Full interior-window cleaning remains included in the annual summer deep clean. During routine nightly cleaning, the contractor is expected to inspect interior windows and remove visible smudges, smears, fingerprints, and similar marks as needed; full interior-window cleaning is NOT required weekly. These clarifications supersede any inconsistent scope language in the RFP or earlier responses.

13. Student Desk Cleaning

Vendor question: What is the expected level of cleaning for student desks during nightly custodial service?

Response: Nightly cleaning of student desks must be thorough. A quick surface wipe is not sufficient when paint, marker, pencil, or other visible marks remain. The contractor is responsible for removing such marks using products and methods appropriate for the desk surfaces, without damaging school property. This work is included in the routine cleaning price.

14. Classroom and Removable Area Rugs

Vendor question: Are classroom area rugs and other small removable rugs included in routine cleaning and the annual summer deep clean, including unexpected soiling?

Response: Yes. Classroom area rugs and other small removable rugs must be vacuumed nightly, including when located in classrooms with otherwise solid-surface flooring. All such rugs are included in annual summer deep cleaning and require appropriate deep cleaning, including extraction. During the school year, rugs soiled by food, beverages, human waste, or other unexpected contamination must be promptly and appropriately cleaned as circumstances require. The timing and frequency of these incidents cannot be predicted; bidders must include this work in the routine custodial service price rather than treating it as an additional charge.

15. Illness-Related Classroom Sanitization

Vendor question: What additional classroom disinfection or fogging is expected when illness-related circumstances require it?

Response: When circumstances necessitate additional sanitation to help combat the spread of illness, the contractor must fog and/or sanitize the specific classrooms designated by Baden Academy using methods and products appropriate for the setting and in accordance with applicable product labels, safety requirements, and school occupancy restrictions. All labor, equipment, and products needed for this work are the contractor's responsibility and must be included in the routine custodial service price; no separate charge will apply.

16. Interior Window and Glass-Door Inventory

Vendor question: Can you provide the number of interior windows and their approximate sizes so we can provide competitive pricing for the annual summer deep-cleaning program?

Response: For estimating the annual summer interior-window cleaning scope, the approximate window inventory is: 21 windows at approximately 66 x 40 inches; 244 windows at approximately 74 x 27 inches; 37 windows at approximately 30 x 50 inches; 46 windows at approximately 72 x 48 inches; and 17 windows at approximately 48 x 66 inches. This is a total of 365 interior windows. In addition, there are 20 individual full-glass doors, with each glass panel approximately 48 x 78 inches. These counts and dimensions are estimates for bidding purposes. Interior-window and glass-door cleaning must be included in the annual summer deep-cleaning price. As clarified in the scope-exclusions and window-cleaning response, exterior-window cleaning is excluded, and routine nightly interior-glass cleaning consists of inspection and spot cleaning of visible marks rather than full weekly cleaning.

17. Elevator Availability and Dimensions

Vendor question: We do not recall seeing an elevator, nor do we see one in the specifications provided. Is there an elevator, and does it reach each floor requiring custodial service?

Response: Yes. The main building has an elevator that serves every level from the ground floor/basement through the fourth floor, stopping at each floor. The elevator interior is approximately 53 inches deep, 81 inches wide, and 88 inches high. The activities building has three levels and does not have an elevator. Bidders should account for this difference when planning the movement of personnel, equipment, and supplies to areas requiring service.