



**Responses to Questions Regarding RFP for
Security Guard Services No. 2026-0704
Posted: July 16, 2026**

Below are Questions received, and responses, regarding the RFP for Janitorial Services. The original document can be found on Tri-City's website at www.tricitymhs.org.

No.	Question	Answer
1	Regarding paper supplies, what is the approximate daily headcount per building? And are there preferred brands or products that TCMHA prefers?	Leaning towards Georgia-Pacific products but open to recommendations. Note that all dispensers and supplies are to be standardized across all locations. Total Staff per site: 1. 2001 N. Garey Ave. = 35 2. 2008 N. Garey Ave. = 99 3. 1403/1407 N. Garey Ave. = 20 4. 1900 Royalty Dr. = 80 5. 1717 N. Indian Hill Blvd. = 17 New locations not yet occupied: 6. 1902 Royalty Dr. = Estimate 50 7. 431 W. Baseline Rd. = Estimate 25
2	Can the supplies be directly delivered to each site?	Yes, for initial stocking of supplies. Supplies shall be brought in with Janitorial service company crews, to prevent Tri-City staff from stocking.
3	What is the earliest start time for each location?	Locations: 2001, 2008, 1900, 1717 at 7:00pm. 1403 and 1407 at 9:00pm 1902 Royalty and 431 Baseline will be determined when occupied.
4	Estimated square footage for pressure washing?	Tri-City is unable to provide a reliable square footage estimate for exterior power washing. For proposal purposes, vendors should assume a minimum service area of 1,000 square feet per occurrence. Proposers shall provide pricing based on their proposed rate structure; however, invoicing during the contract term shall be based on the actual measured square feet serviced by the contractor for each authorized power washing event.
5	What is the current contract price?	Contract was \$551,191.00 over 5 years
6	To clarify again, should we include pricing for all 7 buildings now, and then adjust the pricing later based on which buildings TCMHA decides to keep?	Correct, Please submit pricing for all seven (7) buildings identified in the RFP. While two buildings are currently under construction, TCMHA requests pricing for the anticipated full scope of services. Should the final contract scope change, contract pricing will be adjusted proportionately based on the pricing structure provided in the awarded proposal.
7	Who is the incumbent facility services provider currently serving Tri-City?	Priority Building Services

8	The Scope of Work includes several line items identified as "As Requested." Could you please clarify whether these services are expected to be included within the monthly contract price or billed separately when requested?	As requested items shall be billed separately.
9	Could you please provide the current monthly contract amount for each of the seven locations? This information will help us better understand the existing service structure and develop a proposal that is appropriately aligned with Tri-City's operational needs.	Current monthly pricing information is below: 1. 2001 N. Garey Ave. = \$1,489.50 2. 2008 N. Garey Ave. = \$2,704.50 3. 1403 N. Garey Ave. = \$752.25 4. 1407 N. Garey Ave. = \$579.50 4. 1900 Royalty Dr. = \$3,012.50 5. 1717 N. Indian Hill Blvd. = \$546.00 New locations not in contract: 6. 1902 Royalty Dr. 7. 431 W. Baseline Rd.
10	Will the RFP be evaluated and awarded based on the overall program for all seven locations, or will each location be evaluated individually? Additionally, is the cumulative pricing across all locations the primary financial consideration for the award?	The RFP will be evaluated based on the overall program and proposed service delivery across all seven (7) locations, rather than awarding individual locations separately. The contract will be awarded to the proposer whose submission is determined to provide the best overall value to TCMHA, considering both price and non-price evaluation factors.
11	Graffiti removal is included within the Scope of Work. Because the level of effort may vary depending on the type, size, location, and surface affected, should routine graffiti removal be included in the contract pricing, or will more extensive removal be treated as an additional service?	Yes, proposers should include <u>routine graffiti removal</u> in their base contract pricing. Extraordinary or unusually extensive graffiti removal shall be addressed separately on a case-by-case basis, subject to TCMHA review and approval.
12	Consumables are to be included in the proposed pricing. Could Tri-City provide historical usage quantities for each consumable listed by location? If available, would it also be possible to provide the previous year's consumable invoices or usage reports for each facility? This information would allow us to develop accurate and sustainable pricing based on actual usage.	At this time, Tri-City is unable to provide historical consumable usage quantities, invoices, or usage reports by location. Proposers should develop their pricing based on the facility information provided in the RFP, including the office and/or staff counts for each location, and their experience supporting similar facilities and occupancy levels. Vendors are expected to make reasonable assumptions regarding consumable usage and include all required consumables in their proposed pricing. Any assumptions used in developing pricing should be clearly identified within the proposal.
13	Are there any areas of the current service program, such as communication, responsiveness, or overall quality, where Tri-City would like to see improvement, and are there any recurring service challenges Tri-City would like a new facility services partner to address?	Rather than focusing on specific deficiencies, Tri-City is interested in identifying a service provider that demonstrates strong accountability, effective communication, timely response to service requests, consistent service delivery, and a commitment to continuous improvement.

14	Does Tri-City have any required or preferred cleaning product brands, chemical specifications, or sustainability standards? If not, would Tri-City be comfortable allowing our cleaning specialists to recommend and implement the most appropriate products and chemicals for each facility based on the building's surfaces, traffic levels, cleaning requirements, and safety considerations?	Tri-City does not currently require specific cleaning product brands. However, all products and chemicals used under the contract must be appropriate for the facility environment, comply with applicable safety and regulatory requirements, and be suitable for the surfaces and materials being maintained. TCMHA is leaning towards Georgia-Pacific products but we welcome vendors to recommend products based on their professional expertise and experience. The selected vendor's proposed products and chemicals will be subject to TCMHA review and approval. TCMHA reserves the right to request alternative products if operational, safety, sustainability, or facility-specific needs warrant such changes.
15	As Tri-City evaluates proposals, what factors will carry the most weight in the final decision, for example how pricing is balanced against service quality, staffing, responsiveness, compliance, and experience? Is there a formal evaluation or scoring matrix Tri-City can share, including the relative weighting of each category?	TCMHA will evaluate proposals using a best-value approach that considers multiple factors, including but not limited to those listed on the RFP Section VI. B. The contract will be awarded to the proposer whose submission is determined to provide the best overall value to TCMHA, considering both price and non-price evaluation factors.
16	How important is proactive management and routine quality oversight across all seven locations? We have an assigned dedicated Facility Solutions Manager to serve as a single point of contact, conduct routine site walks, monitor performance, and proactively address concerns across all locations. Would this level of hands-on oversight align with Tri-City's expectations?	Proactive management and routine quality oversight are very important to Tri-City. The selected contractor will be expected to maintain consistent service levels across all seven locations through effective communication, regular site inspections, quality assurance measures, and timely resolution of issues.
17	In addition to the Facility Solutions Manager, we can provide a Night Manager to support after-hours operations and help ensure service quality and accountability. What level of after-hours management and visibility would Tri-City expect from its facility services partner?	Tri-City does not require proposers to provide a dedicated Night Manager. Tri-City's primary expectation is that the selected contractor has effective processes in place to ensure consistent service quality, accountability, communication, and timely issue resolution across all locations, regardless of the specific management structure utilized. Proposers should describe how their management approach, whether through dedicated personnel, technology-based solutions, automated systems, or other methods, will ensure effective oversight and successful contract performance in Attachment D.
18	What level of inspection reporting, communication, and performance visibility would Tri-City like to receive?	Tri-City values clear communication, responsiveness, and visibility into contract performance. While Tri-City does not require a specific inspection reporting or performance management format, the selected contractor should have effective processes in place to identify issues, communicate concerns, track corrective actions, and provide timely updates when needed.
19	How important is consistency within the onsite service team, and what expectations does Tri-City have around staffing coverage during vacations, illness, or unplanned absences? Understanding this will help us structure a staffing model, including primary and backup coverage, that ensures service continuity is never dependent on a single individual.	Consistency in service delivery and staffing is important to Tri-City, as it promotes familiarity with facility requirements, improves communication, and supports overall service quality. The selected contractor will be expected to maintain uninterrupted service levels during vacations, illness, turnover, and other planned or unplanned absences.

20	What response times would Tri-City expect for routine requests, urgent concerns, and after-hours issues?	Urgent concerns on the same day. Routine requests (I.E. Carpet cleaning within a week) After-hour issues? next day.
21	What would a successful partnership look like to Tri-City during the first six to twelve months of service?	A successful partnership during the first six to twelve months would be characterized by a smooth transition, consistent service delivery across all locations, effective communication, and a proactive approach to addressing facility needs.
22	During our walkthrough, we noted that flooring types vary across locations, and in some cases within the same building. Would Tri-City be open to a pricing structure that accounts for square footage by flooring type at each location? This would allow us to reflect the true scope of work more accurately rather than applying a flat rate across differing surfaces.	Tri-City recognizes that flooring types and maintenance requirements may vary by location and, in some cases, within the same facility. Proposers may submit a pricing structure that accounts for square footage by flooring type if they believe it more accurately reflects the scope of services and associated costs.
23	Regarding the power washing line item in the Scope of Work, could Tri-City clarify the intended scope? Specifically, should this cover sidewalks and walkways surrounding each building, or does it also include building exteriors and walls? Clarifying this will help us scope labor and equipment needs precisely for an accurate proposal.	The power washing scope is intended to cover public-facing areas, exterior walkways and stairwells/stairs, where applicable, at each location. Proposers should include pricing based on this scope. Unless specifically requested and authorized by Tri-City in writing, the power washing scope does not include sidewalks, or building exterior walls.
24	Are there any additional operational priorities, site-specific concerns, or service expectations that are not fully reflected in the Scope of Work but should be considered in our proposal?	The Scope of Work is intended to identify Tri-City's primary service requirements. In addition to the specific tasks outlined, TCMHA places a high value on maintaining facilities in a clean, professional, and welcoming condition for employees, clients, and visitors.
25	We ask whether Tri-City would permit our company to add the additional insureds to our liability policies where requested in the RFP in line with our indemnification obligations at the set limit required for the specified insurance?	Proposers should complete and submit Attachment E in accordance with the instructions provided in the RFP and identify any requested exceptions.
26	Exterior Power Washing: The pricing schedule identifies exterior power washing to occur twice annually; however, the RFP does not specify the square footage or anticipated scope of work. Could TCMHA provide an estimated square footage or expected number of labor hours so proposers may submit consistent and accurate pricing?	Tri-City is unable to provide a reliable square footage estimate for exterior power washing. For proposal purposes, vendors should assume a minimum service area of 1,000 square feet per occurrence. Proposers shall provide pricing based on their proposed rate structure; however, invoicing during the contract term shall be based on the actual measured square feet serviced by the contractor for each authorized power washing event.
27	Current Contract Information: Can TCMHA provide the current annual contract amount and, if available, the current price per square foot for the existing janitorial services?	Contract was \$551,191.00 over 5 years
28	Will TCMHA accept and negotiate redlines to their contract without penalty to selecting a vendor?	Proposers should complete and submit Attachment E in accordance with the instructions provided in the RFP and identify any requested exceptions. The submission of exceptions or alternative arrangements through Attachment E will not, by itself, diminish a proposer's opportunity for award.

29	Carpet Cleaning: Can TCMHA provide the approximate square footage of carpeted areas requiring monthly carpet shampooing at each location so that pricing may be based on the actual amount not estimate?	See attached PDF of estimated square footage for carpet cleaning. For proposal purposes, vendors should assume a minimum service area of 500 square feet per occurrence. Proposers shall provide pricing based on their proposed rate structure; however, invoicing during the contract term shall be based on the actual measured square feet serviced by the contractor for each authorized carpet cleaning service.
30	Can TCMHA provide the approximate square footage of vinyl flooring that is requiring strip and wax services at each location?	See attached PDF of estimated square footage for floor waxing. For proposal purposes, vendors should assume a minimum service area of 500 square feet per occurrence. Proposers shall provide pricing based on their proposed rate structure; however, invoicing during the contract term shall be based on the actual measured square feet serviced by the contractor for each authorized floor waxing service.
31	Consumables: The RFP requires the Contractor to provide consumable supplies (toilet tissue, paper towels, hand soap, liners, urinal screens, sanitary bags, etc.); however, estimated annual or monthly consumption by building is not provided. Can TCMHA provide historical usage, average monthly quantities, or annual expenditures for consumables at each location? If unavailable, will TCMHA accept pricing based on estimated usage subject to adjustment if actual consumption materially exceeds historical averages?	At this time, Tri-City is unable to provide historical consumable usage quantities, invoices, or usage reports by location. Proposers should develop their pricing based on the facility information provided in the RFP, including the office and/or staff counts for each location, and their experience supporting similar facilities and occupancy levels. Vendors are expected to make reasonable assumptions regarding consumable usage and include all required consumables in their proposed pricing. Any assumptions used in developing pricing should be clearly identified within the proposal.
32	Trash Removal: Is the Contractor responsible only for transporting waste to on-site dumpsters, or is there any responsibility for dumpster management or hauling services?	Contractor is responsible only for transporting waste to on-site dumpsters.
33	Building Occupancy: Can TCMHA provide the approximate number of employees and average daily occupants at each facility?	Total Staff per site: 1. 2001 N. Garey Ave. = 35 2. 2008 N. Garey Ave. = 99 3. 1403/1407 N. Garey Ave. = 20 4. 1900 Royalty Dr. = 80 5. 1717 N. Indian Hill Blvd. = 17 <u>New locations not yet occupied:</u> 6. 1902 Royalty Dr. = Estimate 50 7. 431 W. Baseline Rd. = Estimate 25
34	Holidays: Will janitorial services be required on TCMHA holidays when facilities are closed?	Services will not be required on the holiday provided that janitorial services are completed the night prior to the holiday.

35	Existing Staffing: Can TCMHA provide the current staffing levels (hours per week or FTEs) utilized under the existing contract?	Proposers are responsible for determining the staffing levels, supervision, and labor resources they believe are necessary to successfully perform the services described in the RFP.
36	Can you provide the estimated or exact square footage that should be used for pricing the additional services (floor waxing & polishing, carpet shampooing, and exterior power washing) at each location?	See attached PDF of estimated square footage for floor waxing & polishing, carpet shampooing. Tri-City is unable to provide a reliable square footage estimate for exterior power washing. For proposal purposes, vendors should assume a minimum service area of 500 square feet for waxing and carpet cleaning per occurrence And 1,000 square feet for exterior power washing per occurrence.
37	On Attachment F, under "Estimated Supplies Cost (monthly)," should the cost of supplies for floor waxing, carpet shampooing, and pressure washing be included in that monthly figure, or are those costs to be priced separately under the Additional Services section?	Priced separately under the Additional Services section. The bid amounts for each corresponding Year 1-5 shall also include the cost of supplies for the entire year.
38	Can you provide a rough monthly estimate of the quantity of toiletry and paper supplies needed at each location (toilet paper, paper towels, hand soap, seat covers, trash liners, etc.)?	Invoices for consumables are not currently available. Proposers should develop their pricing based on the facility information provided in the RFP, including the office and/or staff counts for each location, and their experience supporting similar facilities and occupancy levels.
39	What specific types of toiletry and paper products are currently used or preferred at each location?	Standard commercial building supplies that will be installed in current dispensers or replaced and standardized across all locations with Georgia-Pacific products or recommended brand.
40	Will the contractor be responsible for ordering and purchasing all paper products and toiletries, or will TCMHA order them and the contractor only restocks?	Contractor will be responsible for purchasing and stocking of supplies.
41	Should we include a separate price list for toiletry/paper supplies in our proposal, or will TCMHA provide a form for us to complete?	Contractor to provide price list on Attachment F, page 9.
42	Can you provide the exact square footage breakdown for each individual suite at 1900 Royalty Drive (Suites 160, 170, 180, 200, 205, 280, and 290)?	See attached PDF of estimated square footage.
43	Will there be an opportunity for a second walkthrough of 1902 Royalty Drive once that location is fully operational?	Yes, a second walkthrough will be scheduled once operational.
44	Can we schedule a second walkthrough of the 431 W. Baseline Road location after the remodeling is completed?	Yes, a second walkthrough will be scheduled once operational.
45	Where in the proposal packet should we include our company references (Attachment C or a separate section)?	References should be included in Attachment C
46	How many sets of keys and key fobs will be issued to the awarded contractor?	Dependent on staffing levels. Keys, fobs and alarm codes to be issued to each person.
47	Will we be able to request additional keys/fobs for supervisors and quality control staff?	Yes, they will be issued.

48	Can Tri City share the estimated square footage of carpet and flooring for each site as mentioned during the job walk on 7/30?	See attached PDF of estimated square footage.
49	Can Tri City provide the estimated square footage of the ground floor to be pressure washed per site?	Tri-City is unable to provide a reliable square footage estimate for exterior power washing. For proposal purposes, vendors should assume a minimum service area of 1,000 square feet per occurrence. Proposers shall provide pricing based on their proposed rate structure; however, invoicing during the contract term shall be based on the actual measured square feet serviced by the contractor for each authorized power washing event.
50	Can Tri City provide an estimated headcount for each site? This will better help to understand the supplies usage for each location.	Total Staff per site: 1. 2001 N. Garey Ave. = 35 2. 2008 N. Garey Ave. = 99 3. 1403/1407 N. Garey Ave. = 20 4. 1900 Royalty Dr. = 80 5. 1717 N. Indian Hill Blvd. = 17 <u>New locations not yet occupied:</u> 6. 1902 Royalty Dr. = Estimate 50 7. 431 W. Baseline Rd. = Estimate 25
51	Can Tri City provide invoices for consumables used at each site?	Invoices for consumables are not currently available. Proposers should develop their pricing based on the facility information provided in the RFP, including the office and/or staff counts for each location, and their experience supporting similar facilities and occupancy levels.
52	Can Tri City provide the current contract amount and confirm whether 1902 Royalty suites 120-160 and 431 baseline are currently part of the contract?	Contract was \$551,191.00 over 5 years. 1902 Royalty Dr. and 431 W. Baseline Rd. are new locations not part of expiring contract.
53	Can Tri City specify which spaces in each building need to be cleaned early and the frequency?	2008 N. Garey Ave.: Once per week starting at 4pm. Medication Room and Medical Records Office. Day to be finalized. 1900 Royalty Dr.: Once per week starting at 4pm. Medication Room, Medical Records Office and IT Suite 200. Day to be finalized.
54	Can Tri City confirm the total SF of suites 120-160 at 1902 Royalty?	Total Sq. Ft. is 9,751 for all suites.
55	Per the job walk, there will be changes within the building, such as closing or starting. Can Tri City specify these changes?	Not sure I remember what changes were stated during the walkthrough. Perhaps you are referring to the offices in each building that need to be cleaned early? See answer #53