

**YMCA of the East Bay**  
**Janitorial RFP Question Responses**

1. For the background checks do you have the forms needed to conduct this part or is this something we search to do on our own?

A: Background checks will be the responsibility of each vendor individually

2. Since we currently operate as a sole proprietor without employees, would a workers compensation exemption be acceptable for proposal compliance, or is an active workers compensation policy still required regardless of staffing structure?

A: An active workers compensation policy is still required regardless of staffing structure

3. Is it possible for you to provide me with the number of restrooms at each site of Cluster 'C'. Or should I schedule a walk through for the sites.

A: Please reach out to Liz Branford at [lbranford@ymcaeastbay.org](mailto:lbranford@ymcaeastbay.org) to schedule a walkthrough

4. I'd like to confirm how you would like the proposal structured. We can follow the same format as before, with the janitorial services (Monday–Friday) listed in the main proposal and additional services such as window cleaning, carpet cleaning, tile and grout cleaning etc.. presented separately.

A: Please refer to the service frequency matrix in the RFP. For those services requested on a quarterly or on – call basis, please provide the specific cost for that service as a separate line item. For those services requested on a monthly, weekly or daily basis, please include the cost in the fixed monthly fee.

5. Including all extra services in the monthly fee would significantly increase the overall cost. We are happy to provide these services on a scheduled basis, tailored to the specific needs of each center.

A: Please refer to the service frequency matrix in the RFP. For those services requested on a quarterly or on – call basis, please provide the specific cost for that service as a separate line item. For those services requested on a monthly, weekly or daily basis, please include the cost in the fixed monthly fee.

6. We can also include cleaning supplies fee either monthly or every three months, depending on your preference.

A: Please include any fees for cleaning supplies on a monthly basis.

7. Regarding our employees, we verify references before hiring, and most of our team members have been with us for over 2.5 years. Please let us know if additional background checks are still required.

A: Additional background checks including fingerprints are required

8. Lastly, if we submit a proposal for one center within a cluster, would that be sufficient, or do you require proposals for the entire cluster?

A: Please submit proposals for the entire cluster.

9. Should periodic and specialty cleaning services (carpet extraction, hard floor buff/wax, window cleaning, enhanced disinfection, etc.) be included within the fixed monthly janitorial rate, or would YMCA prefer these services to be proposed separately as line items or square footage-based costs? Or a statement that these services can be done?

A: Please refer to the service frequency matrix in the RFP. For those services requested on a quarterly or on – call basis, please provide the specific cost for that service as a separate line item. For those services requested on a monthly, weekly or daily basis, please include the cost in the fixed monthly fee.

10. The RFP references specialty cleaning services as both “scheduled” and “as-needed.” Could YMCA provide additional guidance regarding the process for requesting and timing of these services? Unless otherwise specified, we would likely propose quarterly carpet cleaning services in March, June, September, and November. Another example, for hard floor buff/wax services, should vendors assume these would be scheduled upon request by site leadership (e.g., Liz and Mariel)?

A: Please refer to the service frequency matrix in the RFP regarding timing and frequency. The YMCA will work with the selected vendors to schedule any as needed, enhanced or special cleaning requests.

11. The RFP also does not specifically reference emptying outdoor/playground trash receptacles. Should vendors assume these services are expected as part of the standard scope?

A: Please refer to the Service Frequency Matrix in the RFP. Trash removal and liner replacement for the whole center is a daily requirement for all centers.

12. For Area 3, Richmond Parkway ELC and the Richmond Parkway upstairs Admin offices were previously requested to remain separate line items. For purposes of this RFP, should we combine these into a single line-item quote or continue separating them?

A: Please combine these costs into the into a single quote.

13. When would we be able to schedule a walkthrough for Cluster C?

A: Please contact Liz Branford at [lbranford@ymcaeastbay.org](mailto:lbranford@ymcaeastbay.org) to schedule a walk through.