



**JANITORIAL SERVICES RFP
VENDOR Q&A**

Q1	Would you be able to provide the square footage of tile that will require the monthly and annual cleaning services?
A1	We cannot provide the exact square footage of tile for the health centers. Approximately 85% of the combined flooring in all health centers is hard floor and the remaining 15% is carpet.
Q2	Is Elk Ridge Community Health expecting dedicated day porter coverage throughout each facility's operating hours, or may janitorial services be completed during scheduled blocks of time within the business day?
A2	Day porter coverage is not needed. Janitorial services may be completed in scheduled blocks.
Q3	If dedicated day porter coverage is expected, is there a minimum number of hours or staffing level anticipated for each location?
A3	Dedicated day porter service is not required.
Q4	Will XXXXXX be expected to provide continuous on-site staffing during operating hours, or is the expectation that daily cleaning tasks be completed during business hours without continuous coverage?
A4	Tasks may be completed during business hours without continuous coverage.
Q5	What is the current contract value for this service annually?
A5	Answer declined at this time.
Q6	How many restrooms are included, and what is their total square footage?



A6	A total square footage for health center bathrooms is not available. The number of bathrooms in each health center is listed below.	
	Flagstaff 4 th Street – 13	Winslow - 4
	Flagstaff University – 2	Holbrook - 5
	Flagstaff Peds - 3	Springerville - 5
	Grand Canyon – 5	Lake Havasu City - 4
	Williams - 8	Kingman - 5
	Payson - 3	
	Show Low - 8	
Q7	What is the anticipated contract start date, initial term and renewal structure?	
A7	Start date will be determined after award has been made. Term and renewal will be stated in contract.	
Q8	How many day porters are currently assigned at each facility, and what hours must they cover?	
A8	Day porter coverage is not currently provided.	
Q9	Does “janitorial services during regular business hours” require continuous coverage during every open hour?	
A9	Continuous janitorial coverage is not required.	
Q10	Can Elk Ridge provide current labor hours or incumbent staffing by location?	
A10	Vendor should provide an estimate of labor hours / expected staffing based off of experience and size of location.	
Q11	Are individual site visits available, and are they required before proposal submission?	
A11	Vendors may contact COO, Adam Hockings at adam.hockings@elkridge.org , to schedule site visits. Please indicate “Janitorial Services RFP Site Visit Request” in the subject line.	



Q12	Is the contract subject to any federal wage determination because of HHS or other federal funding?
A12	No
Q13	What liability insurance limits are required?
A13	Vendor is required to have commercial general liability insurance coverage that includes bodily injury, personal injury, broad form property damage, cross liability and contractual liability related to the indemnity obligations for Vendor with a liability limit of not less than \$1,000,000/\$2,000,000 per combined occurrence.
Q14	What background-check package is required, and are fingerprinting or drug testing included?
A14	Elk Ridge Community Health does not conduct criminal background checks on vendors or vendor employees. Vendor shall, at their own expense, conduct a criminal background check on all employees. Employees with felony conviction(s) may not be assigned to health center locations. Vendor employees must also obtain and maintain a Level I fingerprint card Level I, as required by job type/placement location, per DHS-Children's Behavioral Health Programs Employees and Volunteers, § ARS 36-425.03. https://www.azdps.gov/services/public-services-center/fingerprint-clearance-card
Q15	Must every employee's SSN and date of birth be submitted, or only information necessary for OIG screening?
A15	Vendors must provide the full legal name of employees (First/middle/last), DOB, and SSN in order for Elk Ridge Community Health to maintain regulatory compliance by checking the Office of Inspector General (OIG) and LEIE lists of excluded individuals or entities. Elk Ridge Community Health is required by regulation to confirm that the Vendor and its employees are not: (1) currently excluded, debarred, or disqualified by any federal or state governmental health care program or otherwise ineligible from receiving federal or state contracts, grants or assistance; (2) present on the exclusion database of the Office of the Inspector General or the Government Services Administration; or (3) convicted of a criminal offense related to the provision of health care or under investigation for any of the above circumstances.



Q16	What percentage and type of hard flooring require monthly burnishing and annual strip/wax?
Q16	Approximately 85% of the combined flooring in all health centers is hard floor.
Q17	Are biohazard or regulated medical waste handling tasks included or excluded?
A17	Biohazard and medical waste services are not covered under this RFP and are provided by another company.
Q18	Is subcontracting permitted, and does it require advance written approval?
A18	Subcontracting is permitted. Subcontractors must follow the same procedures for background checks and OIG/LEIE sanction and exclusion checks.
Q19	Can pricing be submitted separately by location or geographic cluster?
A19	Either is acceptable.
Q20	Is there a required pricing form, or should vendors provide their own monthly price schedule?
A20	Vendors should provide their own pricing schedule.
Q21	Are the University and 4th Street/OB-GYN floor plans fully included in the stated square footage?
A21	Yes
Q22	What is the time frame for cleaning at each different location that is required by Elk Ridge Health?
A22	Cleaning shall be done during regular business hours at each health center location. Location and hours are as follows:



	<u>Flagstaff 4th Street</u> Mon-Wed: 7am- 6pm Thurs: 9am – 6pm Fri: 8am – 5pm	<u>Show Low</u> Tues – Fri: 7am – 6pm
	<u>Flagstaff University</u> Mon: 7am – 4pm Wed: 7am - 4pm Tues: 9am – 6pm Thurs: 9am - 6pm	<u>Winslow</u> Tues: 7am-6pm Thurs: 9am-6pm Wed: 7am – 5pm Fri: 7am-5pm
	<u>Flagstaff Peds</u> Mon – Wed: 8am-5pm Thurs: 9am-6pm Fri: 8am – 5pm	<u>Holbrook</u> Mon: 7am-6pm Thurs: 9am-6pm Tues: 7am-5pm Fri: 7am-5pm
	<u>Grand Canyon</u> Mon-Sun: 9am-6pm	<u>Springerville</u> Mon-Thurs: 7am-6pm
	<u>Williams</u> Mon-Sun: 8am-8pm	<u>Lake Havasu City</u> Mon-Tues: 7am-5pm Thurs: 9am-6pm Wed: 8am-6pm Fri: 8am-5pm
	<u>Payson</u> Mon-Tue: 7am-5pm Wed: 8am-6pm Thurs: 9am-6pm	<u>Kingman</u> Mon-Tues: 7am-5pm Thurs: 9am-6pm Wed: 8am-6pm Fri: 8am-5pm
Q23	When can we start cleaning?	
A23	Cleaning shall be done during regular business hours at each health center location unless prior approval is obtained for special after-hours projects. Janitorial services as awarded under this RFP shall start at a mutually agreed upon time during contract negotiation.	
Q24	How do we close off a hallway for sweeping & mopping when you have offices, exam rooms and bathrooms on both sides?	
A24	Vendors are expected to follow industry standard practices for cleaning in public spaces while keeping the safety of employees and patients in mind.	
Q25	Can we scrub and burnish during the weekend?	
A25	Request for after-hours projects must have prior approval by the COO.	
Q26	Can we strip and wax floors during the weekend? In Between each coat of wax you have to let dry for an hour before applying another coat.	
A26	Request for after-hours projects must have prior approval by the COO.	



Q27	How many coats of wax is required by Elk Ridge?
A27	Elk Ridge Community Health recommends industry standard practices for floor waxing/burnishing.
Q28	Will a day porter be on call every day?
A28	Continuous day porter coverage is not required for health center locations.
Q29	Can we sweep and mop the front lobby floors after hours?
A29	Cleaning shall be done during regular business hours at each health center location.
Q30	What is the reason for daytime cleaning only?
A30	Organization need and security purposes.
Q31	Regarding daytime cleaning, is there a specific time you need the crew there?
A31	Cleaning shall be done during regular business hours at each health center location. Please see a list of locations and hours in Q/A22 above.
Q32	For the smaller facilities, how do you envision the wet mopping task to be handled? Will we be allowed to block off areas/hallways?
A32	Vendors are expected to follow industry standard practices for cleaning in public spaces while keeping the safety of employees and patients in mind.
Q33	What's driving the decision to go out for an RFP when an RFP was requested last year?
A33	Elk Ridge Community Health began operations on 4/1/26 and has no knowledge of any previous RFP for janitorial services that may have been issued by North Country Healthcare.

