



**STONE JANITORIAL RFP
VENDOR Q&A
11/24/25**

Question #1	Are there any headcount requirements?
Response	As required by square footage.
Question #2	Is there a breakdown for the floor types? (the sq ft for carpet, tile, and hardwood floor?)
Response	Information not available at this time.
Question #3	What target month in Q1 will the building be open?
Response	April
Question #4	Page 4 of the Scope of Services mentions a visit to the location, is there a day and time set yet to complete a site visit and walkthrough of the facility prior to contracting?
Response	No, a site visit is not on this schedule.
Question #5	What are the ideal hours of operation for day porter services?
Response	8am to 5pm, TBD
Question #6	What are the ideal hours of operation for night cleaners to perform their standard duties?
Response	5pm to 10:30pm, TBD
Question #7	What percentage of flooring is carpet versus VCT/LVT or concrete flooring?
Response	Information not available at this time.
Question #8	Will a copy of the Business Associate Agreement that is required to sign (page 3 #5 h) be provided for review?
Response	Upon award

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Question #9	With El Rio Health providing equipment, is there a preventative maintenance plan for current equipment (including vacuums, floor polishers, etc.)? What is the expectation if there is equipment failure?
Response	Yes, either by 3 rd party or award company. El Rio is responsible for maintaining and/or replacement of all equipment.
Question #10	Is there a current inventory list of vacuums on site for the janitors to use?
Response	Not at this moment.
Question #11	Will copies of SDS sheets be provided by El Rio Health (El Rio will provide all consumables) to the selected janitorial team to maintain a binder at the location?
Response	Yes.
Question #12	Can you please explain page 3 (Scope of Services) #3 statement? Is there an example you can share, or a scenario of how the janitorial provider will assist? Will there be communication prior to the start of the workday for the cleaners to adjust their schedule to align with the staff and patient's needs?
Response	Janitorial staff will be asked to stay or be on hand for certain events that require janitorial services such as trash duty or vacuum if needed.
Question #13	Will the weekly meeting between El Rio Health managers and Supervisor/Manager of the janitorial staff be on site or is a virtual meeting acceptable?
Response	Prefer on site meeting but virtual is ok if a site visit is not required.
Question #14	Could you please confirm the current contract value (monthly and/or annual)?
Response	No.
Question #15	Day porter requirements: <ul style="list-style-type: none"> • How many day porters are required for the 6x-per-week service? • What schedules or shift times do you prefer for the day porters?
Response	2 day porters, 8am to 5pm or TBD.

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Question #16	After hours cleaning schedule: <ul style="list-style-type: none"> What time should the after-hours cleaning be performed each evening?
Response	5pm to 10:30pm or TBD
Question #17	Floor care clarification (VCT): I noticed in the scope the following items: -strip and refinish all exposed VCT flooring -burnish all exposed VCT flooring Could you please confirm whether you would like these billed separately as additional services, or if they must be included in the monthly janitorial floor care estimate.
Response	If part of the annual contract they must be added to the estimate.
Question #18	Flooring square footage: <ul style="list-style-type: none"> Could you provide the square footage for waxable floors and carpeted areas on both the 1st and 2nd floors. This will help us prepare an accurate floor care estimate.
Response	Information not available.
Question #19	Janitorial & Floor Equipment: <ul style="list-style-type: none"> Will El Rio Health be providing the janitorial equipment and floor care equipment, or should we include our own equipment in the proposal?
Response	El Rio will provide all equipment needed.
Question #20	Project budget: <ul style="list-style-type: none"> If available, could you please share your budget range for this project? This will help us tailor our proposal to best meet your needs.
Response	No.