

Addendum #2 to **Request for Proposals**

General Janitorial Services

Date: September 1, 2026

Answers to Questions Submitted

This addendum is intended to answer all questions submitted related to the Request for Proposals, which is attached as **Exhibit A**.

- How many days per week are services expected at each of the five locations?
 - **A: M-F Five days per week.**
- Could you provide the approximate square footage for each of the four Business Incubators (Helix Center, Wellston, South County, and West County)?
 - **A: Helix Center – 40,000 sq ft.**
 - **A: Wellston Center – 20,000 sq ft.**
 - **A: South County – 20,000 sq ft.**
 - **A: West County – 40,000 sq ft.**
- For the MET Center, could you confirm the approximate breakdown between office tower and warehouse wing space, as floor care requirements and pricing differ significantly between those two environments.
 - **A: Warehouse is approximately 35,000 sq ft with approximately 9,500 sq ft per floor – six floors – approximately 95,000 sq ft total.**
- Given that the Owners reserve the right to select multiple firms, should pricing be submitted as a single consolidated fee for all five properties or itemized by location?
 - **A: Proposals should be itemized by location, please.**
- Should periodic services (quarterly window cleaning and bi-annual baseboard cleaning) be priced as separate line items?
 - **A: Yes, please provide any periodic services offered as separate line items.**
- Are consumable products (including trash liners, paper towels, hand soap, and toilet paper) to be provided by the selected firm, or are those supplied by the Owners?
 - **A: Please provide consumable product costs as part of the bid.**

- Is there a current janitorial services contractor at any of the five properties? If so, would the Owners be willing to share the current monthly or annual contract value to assist proposers in benchmarking their fees?
 - **A: There are service contractors at all five properties but to receive the most competitive pricing we are not disclosing the contract pricing as part of this procurement.**
- What is the current contract value for this service annually?
 - **A: We are not disclosing as part of this procurement.**
- How many restrooms are included?
 - **A: Helix Center – one men’s and one women’s on each floor (four) and one ADA bathroom on first floor.**
 - **A: Wellston Center – two men’s and two women’s.**
 - **A: South County – three retail individual restrooms in retail (currently vacant) one men’s and one woman’s.**
 - **A: West County – two men’s first floor and two women’s second floor.**
- Is cleaning expected during daytime business hours, evenings, overnight, or on weekends?
 - **A: Please provide a separate price for a day porter at MET and Helix.**
- Are there specific required service hours or restricted access times for any location?
 - **A: No.**
- Are there minimum staffing levels or minimum weekly labor hours required at any property?
 - **A: As needed to provide service.**
- Please provide a detailed scope of work showing the required daily, weekly, monthly, quarterly, semiannual, and annual tasks.
 - **A: Owner requests the bidder to provide its recommended scope of work with line-item breakdowns of service.**
- Are offices included in the routine cleaning scope, or only common areas and shared spaces?
 - **A: Common areas and shared space daily with offices, labs and warehouse spaces on request.**
- Are tenant spaces within the business incubators included, or is the contractor responsible only for common areas?
 - **A: See above.**
- Are the warehouse wings at the MET Center included in the cleaning scope? If so, what areas and tasks are required?
 - **A: Warehouse space cleaning on a requested basis. Broom swept cleaning.**

- Are carpet extraction, floor scrubbing, stripping and refinishing, burnishing, or other floor-maintenance services required? If so, please provide the frequency and square footage.
 - **A: As requested, please provide line-item pricing in your proposals.**
- Does window cleaning include interior glass, exterior glass, entrance glass, high glass, or all glass surfaces?
 - **A: Please provide a line-item cost if you provide such services.**
- Will lifts, ladders, or specialized access equipment be required for window cleaning?
 - **A: No.**
- For semiannual baseboard cleaning, does this include all rooms and common areas at every property?
 - **A: These services are not required but please provide a line-item cost if you provide those services.**
- Are additional periodic services required, such as high dusting, pressure washing, restroom deep cleaning, upholstery cleaning, or light-fixture cleaning?
 - **A: These services are not required but please provide a line-item cost if you provide those services.**
- Who is responsible for providing restroom consumables, including toilet paper, paper towels, hand soap, sanitary products, and trash liners?
 - **A: Janitorial contractor to provide consumables.**
- If the contractor provides consumables, can you provide historical consumption levels or average monthly quantities?
 - **A: No.**
- Who is responsible for providing cleaning chemicals, equipment, vacuums, floor machines, carts, and other supplies?
 - **A: Janitorial contractor to provide.**
- Are there any required brands, environmentally preferable products, green-cleaning standards, or chemical restrictions?
 - **A: No.**
- Are there any required staffing qualifications, certifications, uniforms, identification badges, or training requirements?
 - **A: Owner will work with the selected vendor(s) to determine these requirements.**
- Are employee background checks, fingerprinting, drug testing, or E-Verify required?
 - **A: Yes.**
- Are there any security, key-control, alarm, or building-access procedures the contractor must follow?
 - **A: Yes.**

- Are there any prevailing wage, living wage, union, or other wage requirements applicable to this contract?
 - **A: Please refer to the RFP.**
- Are there any insurance requirements that are not included in the RFP?
 - **A: Yes, Owner will work with the selected vendor(s) to determine these requirements.**
- Are bid bonds, performance bonds, or payment bonds required?
 - **A: No bonds.**
- Is subcontracting permitted, and are there any approval or participation requirements for subcontractors?
 - **A: Please refer to the RFP.**
- Are there mandatory goals or reporting requirements related to minority-owned, women-owned, veteran-owned, disadvantaged, or other under-represented businesses?
 - **A: No.**
- May bidders submit separate pricing for each property?
 - **A: Yes.**
- May bidders submit proposals for only selected properties or selected portions of the scope?
 - **A: Yes.**
- Should periodic services such as window cleaning and baseboard cleaning be priced separately from routine janitorial services?
 - **A: Yes.**
- Would the Owners prefer monthly pricing, annual pricing, hourly rates, or a combination of these formats?
 - **A: All breakouts of pricing are encouraged to better compare and contrast.**
- Should pricing include a maximum not-to-exceed annual amount for each property and for the complete contract?
 - **A: That is encouraged but not required.**
- Please confirm whether travel time between properties should be included in the proposed fees.
 - **A: No travel time is considered.**
- What is the anticipated contract start date?
 - **A: October 1st**
- Is there an estimated annual budget or maximum not-to-exceed amount available for this contract?
 - **A: Not identified at this time.**

- Can you provide the current staffing schedule or historical weekly labor hours for each location?
 - **A: No.**
- Are there known service-quality concerns or changes in scope that prompted this solicitation?
 - **A: No.**
- Will the selected contractor be responsible for emergency calls, event cleaning, or additional on-demand services?
 - **A: Yes.**
- If additional services are requested, should they be billed using the hourly rates included in the proposal?
 - **A: Yes.**
- What is the current occupancy (occupied suites versus vacant suites) for each building?
 - **A: Yes, each building has varying occupancies. Bidders should be prepared to be flexible with staffing needs.**
- Are daytime porter services required for each building?
 - **A: Please provide a daytime porter cost for MET Center and Helix.**
- What are the building hours of operation for each building?
 - **A: 8AM to 5PM.**
- Do you have a mandatory number of staff you need per location or do we decide number of staffing?
 - **A: Contractor to dictate staffing.**
- Can an additional walk through of the properties be scheduled?
 - **A: No.**
- What are the payment terms?
 - **A: Monthly invoice payable within 30 days.**
- Will it be a separate invoice per building or will it be on invoice for all properties?
 - **A: TBD.**
- Can floor plans, occupancy, restroom counts and floor types be provided?
 - **A: No.**

- Are tenant offices and tenant-controlled spaces within the incubators included in the contractor's routine cleaning responsibilities, or is the scope limited to common areas and designated Partnership/LCRA spaces?
 - **A: Varies from building to building, tenant needs vary as well.**
- If available, can you provide the current cleaning schedule or approximate weekly service hours by property?
 - **A: 5 days per business week.**
- Are there any minimum staffing levels, minimum labor hours, or required on-site positions associated with any of the properties?
 - **A: No minimum.**
- What are the permitted or preferred service windows for each property? Are services expected primarily after normal business hours, or are any daytime cleaning or porter services required?
 - **A: Services are preferred to be after normal business hours with the exception of the MET Center which prefers daytime/porter cleaning.**
- Are there any significant differences in occupancy, public traffic or tenant activity between the properties that we should account for when developing our staffing and cleaning frequencies?
 - **A: MET Center and Helix Center have significantly higher levels of traffic.**
- Can you provide the approximate square footage and primary types of flooring at each property, including carpet, VCT/LVT, concrete, tile or other flooring?
 - **A: No, this information is not available. Bidders were encouraged to tour properties to determine their needs to support the buildings.**
- Are there specific expectations for floor maintenance beyond routine vacuuming, sweeping and mopping, such as carpet extraction, burnishing, stripping/refinishing or other periodic floor care?
 - **A: No specific expectation for floor maintenance beyond routine service. Please provide alternate pricing for special services.**
- Regarding the required quarterly window cleaning, can you clarify:
 - Interior versus exterior glass. **A: Interior only.**
 - Whether entry doors/interior glass partitions are included. **A: Yes, as needed for interior and exterior glass partitions.**
 - Whether upper story exterior windows are included. **A: No.**
 - Whether lift equipment or other specialized access would be required. **A: No.**

- Regarding the bi-annual baseboard cleaning, can you provide an approximate scope or identify whether this applies to all cleanable areas at each property?
 - **A: TBD.**
- Are there any other periodic or project services expected during the contract term that are not specifically identified in the RFP?
 - **A: No.**
- Is secure janitorial storage available at each property for equipment, chemicals and supplies?
 - **A: Yes.**
- Will the contractor have access to appropriate water sources, utility sinks and electrical outlets necessary to perform the services at each property?
 - **A: Yes.**
- Where is trash expected to be taken once removed from interior spaces? Is the contractor responsible only for transporting waste to an on-site dumpster/collection point, or is any off-site disposal included in the scope?
 - **A: Yes, trash to be properly disposed of at the onsite dumpsters.**
- Are there any required employee certifications or training beyond normal commercial janitorial safety requirements?
 - **A: No.**
- Are there specific insurance limits, workers' compensation requirements, bonding requirements, janitorial/crime coverage, automobile coverage or other contractual insurance requirements that are not stated in the RFP but would be required prior to award?
 - **A: Industry standard insurance requirements.**
- For the Helix Center, are any laboratories, research areas or other specialty spaces included in the janitorial scope?
 - **A: Yes, upon request.**
- If laboratory or specialty areas are included, are there any required:
 - Cleaning procedures. **A: N/A.**
 - Approved chemicals. **A: N/A.**
 - PPE. **A: N/A.**
 - Hazardous materials protocols. **A: N/A.**
 - Contamination control procedures. **A: N/A.**
 - Certifications or specialized training. **A: N/A.**

- **A: Owner will work with the selected vendor(s) to determine these requirements.**
- If specialty areas require services outside the normal commercial janitorial scope, can those portions of the work be subcontracted to a qualified specialty contractor, subject to the Owners' approval?
 - **A: Yes, with Owner's approval.**
- For the MET Center, does the approximately 100,000 square foot facility represent total building area or approximate cleanable area?
 - **A: Approximate cleanable area, bidders should focus on the six-story office area.**
- Are both warehouse wings included in the routine janitorial scope?
 - **A: Yes, but limited work will be required in the warehouse areas.**
- If the warehouse areas are included, what frequency and level of service is expected in those areas compared with the six-story office tower?
 - **A: See above.**
- Are there significant areas with the MET Center that are excluded from routine janitorial service?
 - **A: The warehouse areas will require little day-to-day service.**
- Does STLVentureWorks/LCRA currently use a formal inspection, quality control or performance scoring process for janitorial services?
 - **A: No – Skyline Property Management is our contracted service provider and will be the primary contact for quality control.**
- Are there defined service standards or response times for missed service, complaints or corrective work?
 - **A: TBD.**
- Is the contractor expected to provide periodic inspection reports, cleaning logs, staffing reports or other documentation?
 - **A: TBD.**
- Are there any requirements for emergency, on-call or unscheduled cleaning services? If so, how would those services be requested and compensated?
 - **A: Through Skyline Property Management.**

- What is the anticipated start date, and how much mobilization time will the selected contractor(s) have between award and commencement of services?
 - **A: TBD – estimated to 30 days from contract signing.**
- Will each property be evaluated independently for award, or will Owners also consider the overall value of awarding multiple properties to one contractor?
 - **A: Overall value.**
- Can the Owners also divide an individual property's scope between contractors—for example, routine janitorial service to one firm and specialty window or periodic floor work to another—or is the expectation that the selected contractor for a property perform the complete scope for that property.
 - **A: Yes.**
- The RFP references establishing a maximum not-to-exceed amount. Is the Owners' preferred pricing structure:
 - Fixed monthly price by property
 - Annual fixed price
 - Hourly rates
 - **A: A combination of fixed recurring pricing and separate unit/hourly pricing for additional services.**
- For the two optional one-year renewal periods, will the selected contractor have an opportunity to request an annual price adjustment for documented changes in labor, insurance, supplies or other operating costs?
 - **A: Yes, it is understood that each renewal period will likely require a price increase.**
- The RFP identifies qualifications and experience as an evaluation factor. Is there a minimum number of years of corporate experience, minimum project size, or minimum number of comparable contracts required for a respondent to be considered qualified, or will the Owners evaluate the overall experience of the firm and the individuals responsible for the work.
 - **A: Owners will evaluate the overall experience of the firm and the individuals responsible for the work.**
- When evaluating the proposed approach to participation of under-represented groups, are there specific certifications, participation targets or documentation the Owners would like respondents to include?
 - **A: Encouraged but not required.**

- Are there any additional forms, certifications, registrations, licenses, tax-clearance documents or other compliance items that the selected contractor will be required to provide that are not specifically listed in the RFP?
 - **A: None.**

- Since the scheduled property tours have concluded, are respondents still able to arrange an individual site visit or walkthrough prior to the proposal deadline?
 - **A: No.**

- Please provide floor plans, building layouts, or room inventories for each location, if available.
 - **A: No floors plans will be provided.**

- For quarterly window cleaning, please provide the approximate number and square footage of windows at each property.
 - **A: TBD.**

- What floor types and approximate square footage are present at each property, including carpet, VCT, LVT, tile, concrete, or other surfaces?
 - **A: This information is not available. Bidders were encouraged to tour properties to determine their needs to support the buildings.**

- Please provide the number of restrooms, breakrooms, kitchens, offices, conference rooms, elevators, stairwells, and common areas at each location.
 - **A: Bidders were encouraged to tour properties to determine their needs to support the buildings.**