

**Questions and Responses**  
**Custodial Services RFP**  
**9/10/2025**

**Do you have a price sheet cost?**

Submit pricing per building. You can add a cost line of the building square footage spreadsheet.

**The Housekeeping services for RLSH it is a second option of submission?**

It is not a second option.

**Do you have the staff number required for Housekeeping for RLSH?**

That is for the vendor to determine based off the scope.

**Who provides the supplies, like a toilet paper, roll towel, soap, plastic bags..etc..?**

The winning bidder; it should be part of the cost per building.

**Is it possible to know what the current contractor is?**

SMU will not provide this information.

**What is the current annual amount that university expend in this service?**

SMU will not provide this information.

**Is it possible to submit the proposal electronic?**

Suppliers interested in participating in the RFP should submit four (4) hard copies and one electronic PDF copy. Complete instructions are provided in section 1.9 Proposal Submittal.

**It appears you would like both an email copy and hard copy/sealed, or did I mis-read and electronic only via email pdf is allowed?**

Suppliers interested in participating in the RFP should submit four (4) hard copies and one electronic PDF copy. Complete instructions are provided in section 1.9 Proposal Submittal.

**Incumbent Service Provider & Current Cost: What is the incumbent service provider's company name? Please provide the current cost or details on how to obtain the incumbent pricing, including a breakdown of costs per location.**

SMU will not provide this information.

**Will consumables (toilet paper, soap, etc.) be provided by you, or should we include them in our pricing? If included, can we price them separately as invoice-plus with a monthly handling fee? If not, can you share current spend on these items?**

Yes, please include pricing for consumables in your bid. Our preference is that it is priced separately. SMU will not provide information on current spend.

**To help estimate usage, how many visitors and full-time staff are at each location, and what are the staff work arrangements (on-site,**  
SMU will not share this information.

**Outdoor Cleaning Requirements: Will the vendor be responsible for cleaning outdoor areas, including tasks such as removing litter and natural debris (e.g., leaves, sticks, small branches)? If so, please specify the exact**

The contract stipulates cleaning 25 feet out from the building. This includes trash cans, ash urns, cleaning brass handrails, stairs, etc.

**Will you be using a scorecard? Can you share the weight values for each item?**

SMU will not share this information.

**Can you share why this contract is out for bid—whether it's due to the end of the current term, a required competitive process, a change requested by the client to move from the incumbent, performance concerns, or another reason?**

SMU will not share this information.

**Does your current vendor have a schedule of hours for the events? If so, can you share?**

SMU will not provide this information

**How many porters are provided for each event?**

SMU will not provide this information

**For your current vendor how many day porters are on staff daily on campus? If so, what is their schedule?**

SMU will not provide this information

**Is SMU able to share current contract value or is there a process to request open records on this bid?**

SMU will not share this information. As a private university, we do not fall under the Texas open records statute.

**Can you confirm that the contractor is to include the consumables on page 50 of the RFP within the proposal price?**

Please separate the consumable price from the labor cost. Contractor is responsible for providing consumables

**If so, are you able to provide any usage data with specific brands/quantities purchased and or total budgeted amount for consumables in order for all bidders to be able to bid apples to apples?**

Georgia Pacific is the dispenser utilized throughout campus. Please include pricing for consumables in your bid. SMU will not provide information on usage.

**Is SMU allowing contractors to subcontract the work or are all employees required to be W9 employees? This can cause the cost between bidders to vary drastically.**

SMU's expectation is that all full-time employees go through background checks. However, supplementing staff for events is an option. SMU requires background check for all employees utilized, including contracted. The safety of our student body is very important, and we want to ensure the proper staffing is on the campus who will not endanger our students in any way.