

Questions and Responses
Custodial Services RFP
9/25/2025

Is SMU mandating a minimum wage requirement for this contract?

\$15hr minimum for custodial

How would you like the residence hall pricing to be shown?

By location

Could you provide clarification on hard turn expectations, specifically how many hard turns are included within the scope of the contract and how many are additional billing as well as how you want that pricing shown?

Around 25,000 for conferences, camps, summer school and move out/in flips

Could you provide clarification on how you would like pricing shown for camps? This is part of the base service contract and can be looped in per building. Is an hourly rate acceptable?

Camp flips are not an additional cost; it should be part of the base service agreement.

SMU's RFP does not provide a Financial Proposal form to bidders. Does SMU require a specific format to bidders' Financial Proposals in the bidders' proposal response to RFP # SMU-20250920?

Utilize Financial Proposal Sheet attached

How do you want to see the cost proposal broken down? In a monthly rate, an annual rate, a price per square foot, or just an hourly rate per position?

Annual Rate

In order to determine if integration is possible, what is the current CMMS/IWMS program that SMU uses?

Planon

Can you confirm that the vendor is responsible for consumables and chemicals for the entire portfolio of buildings?

Yes, vendor is responsible.

How many additional SMU- Sponsored Events and SMU-Hosted Events are there on average per year?

Estimate of both combined 3,600-4,000

Who is your current incumbent? Are there any issues with the current incumbent?

SMU will not provide this information

Can you provide the historical monthly spend and/or budget range for these services?

SMU will not provide this information

What is your current annual spend?

SMU will not provide this information

Are there minimum staffing or coverage requirements by site?

Staffing is based off the scope presented (APPA 1 & 2, as well as business hours of operation)

Which holidays do not require assigned staff?

Vendor should present that to SMU

Do you currently utilize union workers?

No

Are there rate increases annually? If so, is it done through CPI or negotiation?

Yes

Is there a cap on allowable rate increases (e.g., due to inflation or wage hikes) during the contract term?

Yes

Will you be uploading the sign-in sheets from the three days of site tours?

No

Parking – night shifts: Does SMU enforce parking permits after hours? Will night-shift custodial staff also be required to purchase permits, or is enforcement limited to daytime hours?

Enforcement hours are 7-7 but a permit is always required. Permit determines access to parking.

Utility carts(Golf Carts): Are utility/service carts available on campus for custodial use during the day (to move equipment/consumables), or should the contractor plan to furnish all golf carts?

Contractor should plan to furnish.

On-site storage (by building): Will adequate, secure storage space be provided in each serviced building for cleaning equipment and consumables?

In most buildings

Centralized surplus storage: Our company purchases consumables in bulk (container quantities) for cost efficiency. Is there central campus storage capacity to hold several months of surplus inventory, and if so, how is access coordinated?

Yes

Contractor admin space: Is there an office or designated workspace on campus for the contractor's management/administrative staff (e.g., site manager, scheduler)?

Yes

Laundry for mops/rags/dust-mops: Are washer/dryer facilities available for custodial use on campus, or should we plan for off-site laundering?

Yes, on-site

Are the contract terms for 3 years plus an additional 1?

Additional 2-1 year

Can you provide a scope of work for lofting beds?

Lofting request come in from RLSH by students who like to have their beds raised from the regular standard. All beds are set to regular standard for camps/conferences at the end of the year. There are three levels the bed can be lofted to.

What is the current budget for custodial services for each campus?

SMU will not provide this information

How many FTEs are currently utilized for each campus?

SMU will not provide this information

Can you confirm whether the net cleanable space for RLSH facilities that are listed on pg. 28 of the RFP includes the entire building or just common areas/restrooms cleaned by janitorial staff throughout the year?

Entire building

Can the University share existing (estimated) staffing levels for the events listed on pg. 51 of the RFP?

SMU will not provide this information

Expressway Tower is listed as 6DSA. Can you confirm if the entire building square footage is cleaned on Saturdays or is it a lesser amount? We noticed that some tenants may only operate 5 days/week and therefore cleaning may not be necessary.

SMU will not provide this information

Please confirm that all personnel assigned to SMU must be W-2 employees of the prime contractor (no independent contractors/subs), except for pre-approved, discrete event-cleaning engagements.

Please see Q&A Document 1.

To confirm: should bidders' price and staff to SMU's published APPA standards— as well as the RFP's task-frequency charts and APPA-recommended productivity rates; or will SMU consider alternative staffing/productivity models that demonstrably achieve these APPA outcomes as verified by SMU inspections?

SMU will not consider alternatives

How many RLSH unit turns occurred last summer, and how many are forecast for the upcoming summer?

Around 25,000

Of those turns, how many required weekends work or sub-24-hour turnaround from checkout to ready-for-occupancy?

A lot

Please specify the average labor hours needed for pre-event, in-event, and post-event cleaning for: (a) football, (b) men's basketball, and (c) women's basketball—including supervisors and floaters.

SMU will not provide this information. If bidding the vendor should have history of servicing such events

Under the current contract, did the contractor cover 100% of labor and materials for all SMU-sponsored events (non-reimbursable) or was this billed back, and is the same cost treatment expected going forward?

Covered

Does the University require the contractor to match prevailing on-campus custodian wage rates (or any published living-wage) for all assigned staff?

Yes

What is the current starting hourly rate paid to contracted custodians on campus, including any differentials for nights, weekends, or events?

\$15 per hour

Who is the current incumbent?

SMU will not provide this information

What is the annual budget for this project?

SMU will not provide this information

How many porters are on staff for a daily?

SMU will not provide this information

How many porters are on staff for each of the sporting events?

SMU will not provide this information

Any current issues that SMU would change with their services?

SMU will not provide this information

Is there a place for the janitorial to store and charge golf carts?

Yes

What is the usage of paper products and soaps? Or what is the billing for them?

SMU will not provide this information

How many students are enrolled for on campus classes?

Please view SMU's website for enrollment information.

Can you clarify if the dorm rooms are included or a separate cost.

Refer to the Financial Proposal Sheet attached

Do you have the names of the consumables currently being used such as Toilet Paper, Paper Towels, Hand Soap?

Georgia Pacific Products

The intent of the bid, what are your purposes for going to bid?

SMU will not provide this information.

Can you share the incumbent's performance over the last year?

SMU will not provide this information.

Are the summer terms billable or inclusive/built into the total cost?

It's part of the base service agreement

How many people are staffed for the full and part time cleaning?

SMU will not provide this information.

What is the current annual spend for all the janitorial services being delivered annually

SMU will not provide this information.

Aside from the evaluation criteria, what is most important for the college to achieve as a result of the RFP?

SMU will not provide this information.

Can SMU please provide the pre-bid attendance sign in sheets for all days?

SMU will not provide this information.

How many years has the current vendor been working with SMU?

SMU will not provide this information.

Does SMU require a minimum wage rate for all positions

\$15hr minimum for custodial

How long does the price need to be maintained for

Unsure what is being asked

Will the university have supply usage for each building

Contractor is responsible for providing consumables; it should be part of the cost per building.

Do you want services cost including, consumable good, cleaning chemical, equipment, tax, overhead and profit for each building.

SMU is Tax Exempt

How the cost of services the university wanted to presented with the proposal. Cost by each building or by fully burdened hourly rate

Utilize Financial Proposal Sheet attached

Do the university have a prefer format for the pricing.

Utilize Financial Proposal Sheet attached

What methods does the university currently using to services the different floor type. Specialty for stone floor like terrazzo, limestone etc. (Diamond polish or wax)

SMU will not provide this information.

What is the height limit for window cleaning.

12ft

What is the current contract staffing number by shift

SMU will not provide this information.

Do this RFP have a mandatory wage requirement.

\$15 per hour

Is the current floor mats in the building is provided by the university or the TBD contract?

If provided by contractor, how often they have to replace them?

By University

Can the university provide the type of soap and paper dispenser currently in use?

Georgia Pacific Products