

QUESTIONS AND ANSWERS

- Q1.** What is the current contract value for this service? **See Attachment 1, Section 1, regarding information on current or previous contracts.**
- Q2.** How many restrooms are included, and what is their total square footage? **Not available.**
- Q3.** What is the total square footage of all buildings covered under this contract?
- San Bernardino Justice Center – **387,000**
 - Historic Courthouse & Annex – **120,000**
 - Court Records Center – **6,500**
- Q4.** What is the square footage of all buildings?
- San Bernardino Justice Center – **387,000**
 - Historic Courthouse & Annex – **120,000**
 - Court Records Center – **6,500**
- Q5.** What is the square footage of each type of flooring? **Not available.**
- Q6.** When does the Department of Justice Exam need to be taken and finished by? **Training is required annually.**
- Q7.** Is periodic drug testing required? **No.**
- Q8.** Is there a transition period to allow our management and inventory to get set up before May 1st? **No overlap period.**
- Q9.** Can you give us the current contractor and cost, have they ended their five-year term, or has it ended early? **See Attachment 1, Section 1, regarding information on current or previous contracts.**
- Q10.** What is the current total and per year cost? **See Attachment 1, Section 1, regarding information on current or previous contracts.**
- Q11.** Can supplies be delivered to the site? **Yes.**
- Q12.** What is the current number of staff servicing the location? **See Exhibit A: Statement of Work.**
- Q13.** Does the county currently staff any of their own janitorial employees that are not contracted? **Yes.**
- Q14.** Who is the current contractor? **See Attachment 1, Section 1, regarding information on current or previous contracts.**
- Q15.** What is the current monthly charge of the current contractor? **See Attachment 1, Section 1, regarding information on current or previous contracts.**

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- Q16.** What is the term of the current contract? **See Attachment 1, Section 1, regarding information on current or previous contracts.**
- Q17.** What is the square footage of the area(s) to be serviced?
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 - Historic Courthouse & Annex – **120,000**
 - Court Records Center – **6,500**
- Q18.** Is there additional locations or scope of work added from the previous contract? **No.**
- Q19.** Will the awarded contractor provide the paper products/toiletries for this project? **Yes.**
- Q20.** If yes, what are those products? **See Exhibit A: Statement of Work.**
- Q21.** What is the monthly consumables value? **Not available.**
- Q22.** Is a bid bond required/mandatory for this project? **No**
- Q23.** Is there a prevailing wage? **The contractor is responsible for determining which wage and labor laws apply.**
- Q24.** Can you please share the attendance of the pre-bid meeting? **See Attachment 1, Section 1, regarding information on current or previous contracts.**
- Q25.** Can you please provide a full copy of the mandatory walk-through sign in sheets from February 13, 2026? **See Attachment 1, Section 1, regarding information on current or previous contracts.**
- Q26.** Can you please provide floor plans of the San Bernardino Justice Center? **Not available.** Specifically, the two bottom levels only need plans for one of the upper levels since most are the same. **Not available.** Also, square footages. **387,000**
- Q27.** Same as number 2 for the Historic Courthouse and Annex building. **Not available and 120,000.**
- Q28.** What is the eta on the completion of the current construction on the Historic Courthouse and Annex Building? **Summer / Fall 2026.**
- Q29.** In the solicitation, it requires a specific number of daytime porters. Regarding the after-hours staff, it does not state the requirement or minimum. Will it be up to the contractor to determine how many staff members will be needed to perform the after-hours janitorial services? **Yes.**

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- Q30.** Is there a wage and or benefit requirement in the solicitation? **The contractor is responsible for determining applicable wages and labor laws.**
- Q31.** Please clarify on the window cleaning 2.13.8.3. Will the contractor be responsible for cleaning all exterior windows at the San Bernardino Justice Center (all levels)? **Yes, see Exhibit A: Statement of Work.** Same question for other buildings. **See Exhibit A: Statement of Work.** Can you please be specific in the window cleaning responsibilities? **See Exhibit A: Statement of Work.**
- Q32.** I could not see in the solicitation where it clearly states if the contractor is to provide all toiletries. Is the Contractor responsible for providing all the toiletries (toilet paper, paper towels, toilet seat covers, soap refills, trash can liners, urinal mats, batteries, air fresheners)? **Yes.** If so, can you please provide the approximate numbers of large and small trash cans? **Not available.** How many restrooms are there in each building? **Not available.** What are the average daily staff levels in each building? **Not available.**
- Q33.** Does the court café get cleaned by contractor? **No.** Or by its own staff? **Own staff.**
- Q34.** Are we to be responsible for emptying shredders? **No.**
- Q35.** How many exterior trash cans are there at each building? **Not available.**
- Q36.** Please provide the gross and cleanable square footage for each facility:
- San Bernardino Justice Center – **387,000**
 - Historic Courthouse & Annex – **120,000**
 - Court Records Center – **6,500**
- Q37.** Can the Court provide a breakdown of square footage by space type (courtrooms, offices, chambers, public areas, restrooms, secured areas)? **Not available.**
- Q38.** Please confirm the number of public, staff and secured restrooms at each facility to validate consumable usage assumptions. **Not available.**
- Q39.** Are the stated day porter quantities considered minimum required staffing, or may proposers recommend alternative staffing models if service levels are met? **Stated day porters are the minimum required. See Exhibit A: Statement of Work.**
- Q40.** Is the Court open to alternative night shift schedules (e.g., staggered shifts or partial shifts) provided all scope requirements are met? **No.**
- Q41.** Please confirm whether weekend custodial services are required at any facility beyond special events or jury trials. **Not required at this time.**
- Q42.** Please clarify whether elevator attendant staffing is continuous during operating hours or limited to specific timeframes. **Yes, it is continuous during operating hours.**

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- Q43.** Does the Court provide historical data on paper goods and soap usage, or should proposers assume unrestricted public consumption? **Unrestricted public consumption should be assumed.**
- Q44.** Will the Court provide a list of approved or preferred LEED-compliant chemicals and consumables, or may vendors propose equivalents? **The contractor may propose equivalents.**
- Q45.** Is on-site storage available at each facility for bulk consumables and equipment? **Storage is available.**
- Q46.** What is the average processing time for required background checks and badge issuance? **Approximately two to four weeks.**
- Q47.** Are background checks required annually, upon reassignment, or only at hire? **Only at hiring.**
- Q48.** Will custodial staff require escorts in secured areas, or will cleared staff receive independent access? **Cleared staff receive independent access.**
- Q49.** Can the Court confirm whether there is a current incumbent contractor and whether transition support or information will be provided? **Yes, there is a current contractor. The project manager will coordinate the transition.**
- Q50.** Does Labor Code §1060 (retention of incumbent janitorial staff) apply to this contract? **See Attachment 2, Section 9.5**
- Q51.** Please confirm whether the Court considers this contract subject to prevailing wage requirements. **Contractor is responsible for determining applicable wages and labor laws.**
- Q52.** Is there a defined transition or overlap period between incumbent and new contractor? **No overlap period.**
- Q53.** Is the Court aware of any union agreements currently in place at the facilities? **As it relates to this contract, there are no union agreements.**
- Q54.** Are annual wage increases or escalations anticipated or permitted within the firm fixed-price term? **The contractor is responsible to bid accordingly and consider potential wage increases.**
- Q55.** Please confirm the required frequencies for:
- Carpet extraction – **Every six months.**
 - Hard floor scrubbing/burnishing – **Every six months.**
 - Window cleaning – **Daily.**

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- Q56.** Are custodial services required to support after-hour trials, extended jury deliberations, or special court sessions? **No.**
- Q57.** What constitutes an emergency response, and is there a required response time? **The Court does not require emergency response.**
- Q58.** Is café included in scope of work? **No.**
- Q59.** Is the lock-up in the basement included in the scope of work? **No.**
- Q60.** Is the contractor required to clean any areas in Sherriff department? **No.**
- Q61.** When is this (Annex) project due to be completed? **Summer / Fall 2026**
- Q62.** Should the projected staffing levels in the initial Proposal include those hours? **Yes.** Or will there be an amendment after the completion of these areas under construction? **No.**
- Q63.** Is the warehouse's concrete flooring part of the scope of work, or is that done by San Bernardino Court personnel? **Not in the Statement of Work.**
- Q64.** How often does the Court conduct formal custodial inspections? **Weekly / As needed.**
- Q65.** Does the Court require reporting through a specific system or template, or may vendors use their standard QA tools? **The vendor may use their QA tool.**
- Q66.** Are there defined service-level penalties or deductions for missed scope items? **See Exhibit A: Statement of Work – Section 2.16**
- Q67.** Should pricing be submitted as: **Use Exhibit G: Bidders' Cost Worksheet.**
- Monthly lump sum per facility
 - Annual lump sum
 - Line-item by service category
- Q68.** Will pricing adjustments be permitted for scope changes initiated by the Court? **Varies by change/request type.**
- Q69.** Is the Court considering single or multiple awards, or must all facilities be awarded together? **No.**
- Q70.** What is the review and approval timeline for the Plan of Operation post-award? **The Plan of Operation will be reviewed upon receipt; acceptance will be determined by the Court project manager within two to four weeks.**

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- Q71.** Does the Court have defined KPIs that will be used to evaluate contractor performance? **The Court does not have KPIs but will use feedback from operational staff to ensure there are no complaints or concerns about the work product or the stocking of supplies in the facilities.**
- Q72.** How does the Court manage and approve out-of-scope requests (e.g., additional cleanings, event support, or ad-hoc services)? **The Court will email the contractor.**
- Q73.** Are custodial staff expected to respond to after-hours service requests, and if so, what is the expected response time? **No.**
- Q74.** Will the Court provide access to court calendars or jury schedules that may impact cleaning frequency or staffing needs? **No.**
- Q75.** Are there defined time windows during which night crews may access sensitive areas (courtrooms, chambers, clerk offices)? **After 6:00 PM.**
- Q76.** Will custodial staff be issued individual access badges, and who is responsible for lost badge replacement costs? **Yes, and the contractor is responsible for the replacement cost.**
- Q77.** Are there restrictions on delivery hours for consumables and equipment? **No.**
- Q78.** Please confirm designated equipment storage rooms at each facility. **Yes, there are equipment storage rooms.**
- Q79.** Can the Court provide an inventory of flooring types (VCT, stone, carpet, terrazzo) by facility? **Not available.**
- Q80.** Are deep restorative services (e.g., stripping and sealing) included in the base scope or considered periodic/additional services? **Included twice a year.**
- Q81.** Can the Court identify restrooms with high public traffic versus secured employee-only restrooms? **Not available.**
- Q82.** Are there brand-specific requirements for paper products or soaps, or may vendors provide equivalents? **The vendor may propose an equivalent.**
- Q83.** Does the Court support usage controls such as controlled dispensers or locked supply cabinets? **No, all restroom accessories are keyed.**
- Q84.** What is the approval process if a cleared employee must be temporarily replaced? **Replacement staff should have passed all applicable background checks.**
- Q85.** What is the Court's escalation process for addressing performance concerns prior to formal default? **See Exhibit A: Statement of Work – Section 2.16.**

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- Q86.** Is on-site supervision required during all shifts, or may supervision be revolving/off-site? **See Exhibit A: Statement of Work.**
- Q87.** How does the Court define biohazard cleanup, and is this included in the base scope? **See Exhibit A: Statement of Work.**
- Q88.** What additional custodial support is expected during weather events, power outages, or emergency closures? **No additional help needed.**
- Q89.** Does the Court maintain enhanced cleaning protocols during public health events, and how are these compensated? **See Exhibit A: Statement of Work.**
- Q90.** Does the Court utilize a work order or ticketing system, or is response tracking manual? **No.**
- Q91.** Are regular operation review meetings expected? (monthly/quarterly)? **Yes, cadence to be determined as needed.**
- Q92.** Who retains ownership of inspection data, logs, and reports generated by the contractor? **The Court.**
- Q93.** What is the Court's typical timeline for invoice review and approval? **See Exhibit F: Payment Provisions.**
- Q94.** How are billing or service disputes handled prior to escalation? **Responsibility of the Project Manager.**
- Q95.** How does the Court handle changes in building usage or population that materially impact staffing? **See Exhibit A: Statement of Work – Section 2.5.**
- Q96.** Could you please provide the floor plans and cleanable square footage for the three buildings? **Floor plans are not available.**
- San Bernardino Justice Center – **387,000**
 - Historic Courthouse & Annex – **120,000**
 - Court Records Center – **6,500**
- Q97.** Please provide a detailed scope-of-work breakdown for the Annex. **See Exhibit A: Statement of Work.**